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| Date of ratification: | 11/06/2024 |
| Date of next review: | xx/03/2026 |

Young Sounds UK: Complaints policy

1. General complaints policy

Young Sounds UK aims to run its programmes to the highest standards and supports and trains staff to enable them to develop and deliver to the highest standards. There are a range of policies and procedures in place which underpin all our activities and programming. We also have a code of conduct which all staff and Trustees are asked to read, sign and adhere to.

We actively develop an approach for all our work which is reflective and flexible to facilitate adaptation and change. We invest in documentation and evaluation processes to learn from what we have done. We build in a variety of mechanisms to gather feedback on our work, utilising both internal and external evaluation processes. We also periodically consult with others outside the organisation about developing our programmes.

Who is this policy for?

Young Sounds UK's complaints policy is aimed at general complaints from people or organisations external to Young Sounds. It is distinct from our Safeguarding Policy through which incidents or concerns can be reported. It is also distinct from internal complaints which are dealt with through grievance and disciplinary procedures, as detailed in our Employees Handbook.

We will investigate a complaint if it is one of the following:

- An expression of dissatisfaction about the standard of service.
- Action or lack of action by the organisation affecting an individual or group.
- An allegation that the organisation has failed to observe proper procedures.
- An allegation that there has been an unacceptable delay in dealing with a matter or about how an individual has been treated by a member of staff.

Reporting complaints

Any material complaints will be reported as a matter of course, with a note of how they have been dealt with, either to the Chair of Trustees or to the Audit and Risk Committee. The entire Board of Trustees will be informed of any recurring complaint or of a very serious one.

How will we investigate a complaint?

Young Sounds UK will take all complaints seriously.

Complaints can be made in writing to the Chief Executive, or if the complaint is about the Chief Executive, then to the Chair of Trustees. If a complainant is uncomfortable reporting any issue to the internal organisation it may do so directly to any trustee or to the Chair of Trustees.

Process

The Chief Executive (or trustee) will follow an agreed internal process to investigate the complaint.

First stage:

We will acknowledge a complaint within five working days. A brief note of the complaint will be made and if it is straight forward and can be resolved straight away we will take actions to do so. If not the complainant will be sent a complaints form. Once received the complaint will be regarded as formally lodged and will be responded to within ten working days. If this is not possible we will explain why and give the complainant a date by which they can expect a full reply.

Second stage:

All written complaints lodged through a complaints form will be investigated by the Chief Executive. If the complaint is upheld, the complainant will receive a full apology and, where appropriate, be given details of any action that the organisation was able to take to retrieve the situation or at least put things right for the future. The aim is always to achieve resolution at the earliest stage possible. If the complaint is made about the Chief Executive, it should be lodged with the Chair of the Board of Trustees.

Third stage:

If the complainant is still dissatisfied then the complaint will be passed up to the Board of Trustees of Young Sounds UK. The Chair will check that the investigation so far has been carried out fully and properly. S/he will check that the fundamental point of the complaint has been addressed and look at any outstanding issues raised by the complainant. The outcome of this process will also be communicated to the complainant.

2. Fundraising complaints policy

We're grateful to all our donors and funders who support Young Sounds UK and the young musicians we're here for. We couldn't do our work without your generosity. We want our interactions with current and potential donors to be of the highest quality. We are registered with the Fundraising Regulator, demonstrating our commitment to best practice.

However, we recognise that there may be occasions when you wish to register a complaint. We take complaints seriously and seek to address them appropriately. Whether you have a comment or a complaint, we welcome your views.

Who is this policy for?

This policy is for individuals and organisations who would like to share their views on our fundraising activities. This includes (but is not limited to) donors, fundraisers and grant makers.

This policy doesn't apply to Young Sounds' staff, people who wish to comment on our services or volunteers. Please refer to our general complaints procedure above or internal policies if you fall into those categories.

Complaints



Complaints policy

If you are dissatisfied with our fundraising practice we would welcome hearing from you so we can resolve the issue and improve our fundraising.

To help us investigate and address all complaints, we ask you to provide us with as much information as possible. Please include:

- The reason for your complaint
- Where and when what you're complaining about happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/or email)

Under some circumstances we may not be able to respond to a complaint, including where:

- You have not identified yourself or provided your contact details.
- Your complaint is not about Young Sounds UK

You can send your complaint to Sanpreet Janjua, Development Manager:

- By email: sanpreet.janjua@youngsounds.org.uk
- By phone: 0300 302 3422
- In writing: Youngs Sounds UK, PO Box 2754, BS4 9DA

We will record and report on fundraising complaints to our Board of Trustees and in our published Annual Report and Accounts.

First stage:

We will acknowledge a complaint within five working days. A brief note of the complaint will be made and if it is straightforward and can be resolved straight away we will take actions to do so. If not the complainant will be sent a complaints form. Once received the complaint will be regarded as formally lodged and will be responded to within ten working days. If this is not possible we will explain why and give the complainant a date by which they can expect a full reply.

Second stage:

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Third stage:

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Complaints policy

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Fundraising Regulator

We hope that we're able to satisfy any complaints. If you do not feel comfortable contacting us directly or are not satisfied with the response you have received from us, you can contact the Fundraising Regulator to lodge a complaint. Their contact details are:

Fundraising Regulator
2nd floor
CAN Mezzanine Building
49-51 East Road
London N1 6AH

Tel: 03002 999 3407

Email: enquiries@fundraisingregulator.org.uk

Website: fundraisingregulator.org.uk