

Policy

Comments, Complaints, Compliments

Introduction

Music In Our Bones, hereinafter referred to as 'the Organisation', is committed to providing its members and service users with the best possible services which meet their needs and to ensuring that they are treated fairly and with respect.

Comments, complaints and compliments provide feedback about what our members and service users think of our services and this feedback will be used to assist the Organisation in continually improving its services.

The Grievance Procedure should be followed by an employee who wishes to raise a grievance and the Resolving Concerns section of the Volunteer Policy should be followed by a volunteer who wishes to raise a concern.

Comments

A comment is defined as being an idea, suggestion or opinion on how the Organisation could improve its services.

If an individual wants to make a comment on the Organisation's work, this may be done either verbally or in writing.

If an individual wants a verbal comment to be dealt with in accordance with this Policy, rather than being seen as an informal matter, this must be made clear at the time the comment is being made.

When a comment is received, it will be recorded by the Trustee Pamela Wagstaff. to ensure it is tracked and responded to within the specified timescales.

Please contact on pamelawagstaff9@gmail.com .

Pamela Wagstaff will pass the comment to the Project Manager, Tracy Sharp, who will reply to the person making the comment within ten working days. The reply will include details of any action which the Organisation is to take as a result of the comment.

Complaints

A complaint is defined as being any expression of dissatisfaction with the service that the Organisation provides, whether it is justified or not.

If an individual wants to make a complaint about the Organisation's work, this must be done in writing and the complaint should be sent to Music In Our Bones' Project Manager (tracy.sharp43@ntlworld.com) and the Chair of Music In Our Bones or the Chair of the Trustee Board alone if the complaint is about the Chief Executive, and to Pamela Wagstaff,(pamelawagstaff9@gmail.com) our trustee responsible for complaints compliments and comments.

When a complaint is received, it will be recorded by Pamela Wagstaff to ensure it is tracked and responded to within the specified timescales.

The process for dealing with complaints is:

- Pamela Wagstaff will acknowledge receipt of the complaint in writing within two working days and advise the complainant of the date by which they will be sent a written response. The timescale for responding to the complainant will depend on the nature of the complaint and scale of the resultant investigation into the circumstances which led to the complaint being made.
- Pamela Wagstaff will keep the complainant informed of progress if a response to the complaint cannot be made within the timescales which were originally set.
- Tracy Sharp, Music In Our Bones' Project Manager alongside our Chair of trustees, Ian Heywood, will arrange for an investigation into the circumstances which led to the complaint being made. If the complaint is about the Project Manager, then the Chair of the Trustee Board will arrange alone for the investigation to take place.

Once the investigation is complete the Project manager, or the Chair of the Trustee Board if the complaint is about the Project Manager, will write to the complainant.

This response will, when appropriate, offer an apology and / or offer a solution to resolve the complaint. This letter will also advise the complainant of their right to appeal against any decision made, and whom they should contact to escalate the complaint to the next stage in the procedure.

Compliments

A compliment is defined as being feedback which informs the Organisation that it has provided a service well.

If an individual wants to offer a compliment about the Organisation's work, this may be done either verbally or in writing.

If an individual wants a verbal compliment to be dealt with in accordance with this policy, rather than being seen as an informal matter, this must be made clear at the time the compliment is being made.

When a compliment is received, it will be recorded by Pamela Wagstaff (our trustee responsible for Compliments comments and complaints) to ensure it is tracked and responded to, if appropriate, within the specified timescales.

Pamela Wagstaff will pass the compliment to Tracy Sharp, the Project Manager the appropriate manager who will reply to the person making the compliment, if appropriate, within ten working days.

Monitoring

A report on Comments, Complaints or Compliments received during the previous three months will be presented at Music In Our Bone's three monthly Trustee meetings.

Approved by Music In Our Bones Trustees at AGM on 8 May 2025

To be reviewed at AGM May 2026

Policy - Comments, Complaints and Compliments

Signature.....*Frank Flower*.....date.....*7th May 2025*
Chair
Name PRINTED.....*FRANK FLOWER*.....

Signature.....*Pamela Warstat*.....date.....*7 May 2025*
Trustee
Name PRINTED.....*PAMELA WARSTAT*.....