

Music & Worship Foundation Complaints Policy

Purpose and Scope

The Music and Worship Foundation CIO (MWF) is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One way to continually improve our service is by listening to our service users and responding to their feedback. This includes responding constructively to complaints from members of the public about our services, products, staff and volunteers, and taking steps to rectify any mistakes made.

Therefore we aim to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service
- we review our complaints policy and procedures regularly.

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred.

Definitions

A complaint is defined as any expression of dissatisfaction, however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method.

Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Responsibilities

MWF's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to MWF's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff at MWF;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow MWF a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond MWF's control.

Confidentiality

We will make every effort to maintain confidentiality for both the complainant and MWF in all complaint cases, except in exceptional circumstances. These exceptional circumstances might arise due to the nature of the complaint itself. In such situations, we will explain the reasons why confidentiality cannot be guaranteed and discuss the process further with the complainant.

Complaints Procedure

Written records must be kept by MWF at each stage of the procedure.

Stage 1: Raising a complaint

On receipt of a complaint, a staff member(s) must establish the seriousness of the complaint.

An informal response is appropriate when possible to resolve the issue quickly and efficiently. However, if concerns cannot be satisfactorily addressed informally, then the formal complaints procedure should be followed.

If the complainant expressly requests a formal complaint, then this should proceed directly to stage 2, the formal complaints procedure.

Stage 2: Formal Complaints

If the complaint cannot be resolved informally, the complainant should be advised that a formal complaint may be made and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, or a trustee, to make this explanation.

- a. A formal complaint can be made either verbally or in writing. If in writing, the attached form can be used. If verbally, a statement should be taken by a staff member or a supervisor.
- b. In all cases, the complaint must be passed on to the Team Leader(s). In the event of a complaint about the Team Leader(s) the complaint should be passed to the Charity Secretary and if the complaint is about the Charity Secretary this must be passed on to the Chair of the Board of Trustees.
- c. The Team Leader(s) or Charity Secretary/Chair, depending on the nature of the complaint, must acknowledge the complaint in writing within 5 working days of receiving it.
- d. One of the above will investigate the complaint. Any conclusions reached should be discussed with the staff member involved and their Line Manager.
- e. The person making the complaint will receive a response based on the investigation within 20 working days of the complaint being received. If this is not possible then a letter must be sent explaining why.

Stage 3

- a. If the complainant is not satisfied with the above decision then they should respond in writing within 5 working days, and a sub-group of the Board of Trustees will be convened.
- b. The sub-group will examine the complaint and may wish to carry out further investigation. They will respond within 20 working days in writing. Their decision will be final.

Policy Approved: 24 April 2024

Date for Review: April 2027

Appendix 1

COMPLAINT FORM

You may use this form to make a suggestion or to make a complaint about the Music and Worship Foundation CIO. We would like you to return this form to: *2 Old Chapel Close, HARROGATE, North Yorkshire, HG3 2GG* or sam@engageworship.org as soon as possible.

Your Name

Address

.....

Email

Telephone

Date of incident

Approximate time of incident

Suggestion / Complaint

What action would you like to be taken?

What times are convenient for you to have an appointment to discuss this?