**COMMENTS, COMPLIMENTS**

**& COMPLAINTS PROCUDURE**

1. **OUR LEARNING**

We believe learning from their users is the best way to improve our services.  We welcome comments, compliments, and complaints from our students, parents, people who come into contact with our work, and workers (all staff, freelancers, sessionals & volunteers, and trustees).

We want to know when things work well, and we want to know when things don’t work well.

* If you’ve had a good experience, or there’s something you like about Music 4 U, we’d like to hear about it.
* If you want to say something about the service you receive or have ideas about changes we could make that would improve them, please let us know.
* If you wish to complain – please see page 3 for complete details.

***Please write comments in the space provided – if need be, please attach any additional comments:***

***General Information Required:***

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| **Name:** |  |
| **Position (i.e. Student, Parent, Worker, Other)** |  |
| **Student Name (if different from above):** |  |
| **Event / Workshop (if applicable):** |  |
| **Event / Workshops Date (if applicable):** |  |
| **Telephone Number:** |  |
| **Email Address:** |  |
| **Date Completing this Form:** |  |

Please hand this form to any Staff member who will forward it to the Operations & Creative Manager or a Trustee.  ***If you don’t feel comfortable passing this Form to a staff member, please send it directly to Music 4 U, Provender House, Aberdeen AB11 5BS.***

*We may use your positive feedback to support our work. For example, we may use comments in our publications, grant applications, on the website and social media to tell people about the activities, events & projects and the many good things our work and grants achieve. We use quotes anonymously to protect the identity of our supporters. On occasion, however, it can be helpful to use someone’s name, and if we want to do this, we will always contact you to request your permission and follow our Rules of Conduct Policies & Procedures.*

*We value your feedback and are committed to using your comments, compliments or complaints to improve and develop how we do things.*

Please do not use this form to make a general enquiry.

General Enquiries should be made by phone: 01224 061155 or email: [tara.duncan@m4u.org.uk](mailto:tara.duncan@m4u.org.uk). You can also request a copy of this Form by telephone, letter or email. We will always be happy to help you.

1. **COMPLAINT PROCEDURE:**

**Workers:** All staff, self-employed / freelancers, volunteers and trustees.

**Students / Young Person:** All children and young adults attending M4U activities

**Parent:** Anyone with guardianship or caring and parental responsibility for the student

M4U will investigate all complaints if received within three months of the situation that triggered the complaint.  If the situation happened more than three months before, it would fall outside this policy and procedure, and M4U may be unable to investigate it.

**How do I make a complaint?**

**The first step** is to complete this form and hand it to a member of staff or post to:

Music 4 U, Provender House, 37 Waterloo Quay, Aberdeen AB11 5BS

**For all complaints, we will need some information from you.**

* The date of the situation that you are complaining about
* The reason you are complaining
* What you would like M4U to do about your complaint, if anything
* Any other information that may help us to investigate the complaint, for example, details of any other people involved in the complaint or situation or who witnessed it.

**Will my details be kept confidential?**

We will take every reasonable step to keep your identity confidential. However, to investigate and respond to a complaint, staff or trustees at M4U (or external organisations if involved in the complaint) may need to know the complete information.

The Chairperson of M4U will be responsible for deciding who receives this information.

Those people will be required to keep the details confidential. If a member of M4U staff or trustees (or external organisations involved) treats this information inappropriately, they may face disciplinary action.

**What happens next?**

Your complaint will be recorded in writing to ensure it is followed up. Some complaints can be dealt with quickly without requiring a formal investigation. If this is possible, M4U will do so.

You will receive a letter from M4U within 21 days. If you are unhappy with our response, you can refer your complaint to a Trustees of M4U. Contact details are at the end of this document.

**Making a formal complaint**

Within 21 days of your formal complaint, you will receive a letter acknowledging the complaint and telling you about our procedures.

If you do not already have one, a copy of this guide will also be sent to you. This is **Stage 1** of our formal procedure.

The Chairperson will investigate the complaint. As part of the investigation, it may be necessary to talk to workers, suppliers, or members of the public who may have further information.

A meeting will be held with any workers or others involved in the situation or event you complained about.

If external organisations were involved, they would also have an opportunity to attend this meeting and supply evidence.

Within 30 days, the Chairman will write to you, telling you the investigation results.

If there is a difficulty with the investigation or staff disciplinary action must be taken before the investigation can be completed, you will receive a letter explaining the situation. These may have to be dealt with before the investigation into your complaint can continue.

If your complaint has highlighted changes that need to be made, M4U will take the necessary steps to make suitable changes.

**What happens if I am unhappy with the result of your investigation?**

If you are unhappy with the results of our investigation, you have one month to write to ask for a review of your complaint. This is **Stage 2** of our formal procedure.

We will then reply within one month, giving a final decision.

If you remain unhappy after these steps have been taken, you can refer your complaint to the OSCR (The Scottish Charities Regulator).  The Scottish Charity Regulator (OSCR)

2nd Floor, Quadrant House, 9 Riverside Drive, DundeeDD1 4NY.  Email: [info@oscr.org.uk](mailto:info@oscr.org.uk)

You will need to give them our charity registration number, which is SC036995.

1. **CONTACT DETAILS:**

Name: Debra Baxter

Title: Operations & Creative Manager / Child & Vulnerable Adult Protection Officer

Telephone: 07859 814458

Email: [debra.baxter@m4u.org.uk](mailto:debra.baxter@m4u.org.uk)

**NSPCC Helpline:** 0808 800 5000

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| **Implemented on** | 28th February 2024 |
| **Reviewed no later than** | 27th January 2025 |

**This policy forms part of Music 4 U’s Core Values and should be read collectively with the following:**

* Anti Bullying Policy
* Child & Vulnerable Adult Protection & Safeguarding Policy
* Child & Vulnerable Adult Protection Reporting Procedure
* Code of Behavior Adults
* Code of Behavior Students
* Comments, Compliments & Complaints Procedure
* Equality & Diversity Policy
* GDPR Policy
* Health & Safety Policy
* Online Safety & Social Media Policy
* Photography & Film Policy
* Whistleblowing Policy

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