



## **COMPLAINTS PROCEDURE**

More Music aims to offer the best possible service to the organisations and individuals who make use of our facilities or join in our activities.

We recognise that, at times, we may fail to do so. If you feel this is the case please do not hesitate to contact us.

**Initially, the complaint should be made directly to the person concerned, as soon as possible (If this is not appropriate complaint should be made directly to a member of the senior management team). It is hoped that most complaints can be resolved in this way.**

If, however, the complaint remains unresolved, please write to an appropriate member of our senior management team at the address below. The following procedure will then operate:

1. The complaint will be acknowledged in writing (normally within 7 days of receipt)
2. The addressee will investigate the circumstances, which have led to the complaint.
3. The result of the investigation will be sent in writing within 21 days (a holding letter will be sent if this is not possible, giving a revised timescale).
4. If the complainant is dissatisfied with the results of the investigation, they have the right to present their complaint to the Chair of the Board of Trustees.
5. Where appropriate, More Music shall give a written apology.

More Music will keep a record of all verbal and written complaints and the Board of Trustees will be kept informed of the number, nature and resolution of the complaints on a regular basis.

**More Music Senior Management Team:**

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