

Complaints Policy

Whilst we make every effort to meet expectations, circumstances may arise where an individual has a concern and wishes to bring this to our attention. We will take all reasonable steps to resolve the situation, in everyone's best interests.

Stage 1: INFORMAL COMPLAINT

Anyone who has a concern should initially raise this with a member of YYM staff at the time, as this enables us to respond and deal with an issue quickly.

We will seek to resolve this and meet any reasonable expectations the individual may have, ideally to their satisfaction. If unable to, the staff member will make a note of:

- The complainant's name and contact details, unless they are unwilling to provide these.
- The nature of their concern and anything that they wished to be done about it.
- The circumstances surrounding the complaint, including when, where any action that was taken and the details of others who were present/involved.

The concern will be passed to the Head who will seek to resolve the matter with the complainant, which may include mediation.

Stage 2: FORMAL COMPLAINT

Where an individual wishes to make a formal complaint, they should email or write to the Head of YYM. Contact details can be obtained from the YYM website

<https://yorkshireyoungmusicians.uk/contact-and-find-our-centres/>

Where an individual wishes to make a complaint relating to the Head of YYM, they should email the clerk to the YYM Board of Trustees yymclerk@gmail.com

To help resolve the complaint as quickly and effectively as possible, the individual making the complaint should do so as soon as possible and should include in it:

- Name, organisation (if relevant), address, telephone number and email.
- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.

- What it is you felt to be unsatisfactory.
- What you believe should be done to address your concern.

Receipt will be acknowledged within 7 working days during YYM term time. During holiday time, complaints will be acknowledged as soon as is practicable. The complaint will be investigated. YYM will keep the complainant informed about the progress of the investigation. A response will be sent as quickly as possible.

Stage 3: APPEAL

If the complainant is not satisfied with the response, he or she may appeal the decision, by writing to the nominated Trustee, the contact details of whom will included in our response. Appeals must be submitted within 28 days of our response to the complaint.

The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this.

A decision will be notified within 28 days and will be final.

WIDER ACTION

Irrespective of the outcome of any complaint, we will consider if there is any requirement in respect of wider action and/or statutory reporting to the [Charity Commission](#), [H&SW Executive](#), other regulator, or the [Police](#).

Consideration will also to be given to whether any changes should be made to policies, procedures, training etc to see if anything might reasonably be done to prevent a similar issue arising in future.

ANONYMOUS COMPLAINTS

Anonymous complaints will be recorded and any facts available looked in to. However, in doing so we will be mindful that anonymous complaints can sometimes be malicious. Everyone involved in our work, even incidentally, has a right to complain and we will hold anyone accountable but, equally, individuals have a right to be protected from unsubstantiated and, potentially, malicious allegations.

Consequently, anyone wishing to complain is strongly encouraged to provide the information requested above and his or her contact details. This will also allow us to advise him or her of the outcome.

CONFIDENTIALITY

The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act.

AVAILABILITY

This policy is to be made publicly available and given to anyone who advises that they wish to submit a complaint.

SUMMARY

Stage 1: Informal Complaint

- Raise with a member of YYM staff, aim to resolve immediately
- If unable to resolve, staff member notes contact details, nature of concern, circumstances and desired outcome
- Complaint is passed to the Head of YYM who will seek to resolve with the complainant



Stage 2: formal Complaint

- Email or write to the Head of YYM, or the clerk to the board if the complaint relates to the Head
- Include contact details, nature of concern, what is felt to be unsatisfactory and desired outcome
- Receipt will be acknowledged within 7 working days
- Response will be sent as quickly as possible



Stage 3: Appeal

- Appeal in writing to the nominated trustee
- Submit within 28 days of our response
- A decision will be notified within 28 days and will be final

VERSION CONTROL - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	YYM Board	10/6/24		Annually