



Procedural guidance

Youth Music's official complaints procedure

We welcome comments and suggestions as to how our services might be improved. However, we acknowledge that there may be occasions when you are unhappy with the service you received, or the way that you have been dealt with, and you may wish to make a formal complaint.

1) Complaints

You may be disappointed if we turn down your application for funding but you cannot use the complaints procedure to appeal against a funding decision unless we discover:

- that we did not follow the published procedures for assessing your application
- you can show evidence that we have misunderstood a significant part of your application
- you can show evidence that we did not take notice of relevant information

Making a complaint will not in any way affect the level of service you receive from us. If you make a complaint we will treat you with respect and we expect you to treat our staff in the same way. Your complaint will be kept confidential and will not affect your chances of getting a grant from us in the future.

2) Stage one

Write to the Chief Operating Officer who will ensure that you receive confirmation of receipt of your complaint within three working days. Your complaint will be investigated and you will receive a written response within four weeks. If we cannot give a full reply in this time, we will tell you why and indicate when you are likely to receive it. If you are unable to make your complaint in writing, please contact us by phone on 020 7902 1060.

3) Stage two

If you are not satisfied with the response you may then write to the Chief Executive Officer who will send you an acknowledgement within three working days. (If you are unable to write, please phone the number above). Your letter must be sent within one month of the written response received from Youth Music. Your complaint will be investigated by the Chief Executive Officer together with another Director and a member of staff who was not involved in the original decision.



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You may be invited to come to a meeting with us to discuss your complaint in more detail. This meeting would normally be within 10 working days of us receiving your complaint. We would send you a written record of the meeting and a formal reply to your complaint from our Chief Executive Officer. All stage two complaints and the final decision arrived at will be shared with Youth Music trustees at the next scheduled meeting where the complaint will become a matter of record.

4) Contacts

Stage one: Angela Linton — Chief Operating Officer

Stage two: Matt Griffiths — Chief Executive Officer

Telephone: 020 7902 1060

Address: The National Foundation for Youth Music, Studios 3-5 Swan Court, 9 Tanner Street, London SE1 3LE