



## 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.

## Complaints

### 1) Grantmaking process

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 you can evidence that:

- we did not follow the published procedures for assessing your application;
- we have misunderstood a significant part of your application; or did not take notice of relevant information supplied which in either case is likely to have affected the outcome of the application.

Making a complaint will not affect in any way 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.

#### Step 1

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.

#### Step 2

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, phone on 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, Chair of Trustees and a member of staff who was not involved in the original decision-making process.

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. The Chair of Trustees will report the outcome of the decision at the next full trustee meeting where the complaint will become a matter of record.

## **2) Fundraising process**

If you consider that we have not operated appropriately or fairly in the way we have approached you for fundraising, or you have concerns over our fundraising practices generally, then you should contact the Chief Operating Officer (details below.)

If your query has not been satisfactorily dealt with within 21 days then you may, if you wish, contact the Fundraising Regulator. Details of how to contact them are available on their website: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk).

## **Contact**

### **For initial grantmaking process and all fundraising process complaints:**

Angela Linton – Chief Operating Officer

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

020 7902 1060

### **If you are not satisfied with the response to your grantmaking process complaint:**

Matt Griffiths – Chief Executive Officer

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

020 7902 1060

*(This policy was last reviewed in September 2017)*