



# Procedural guidance

## Raising a concern about an organisation that has applied for, or received, funding from us

### 1) Introduction

Anyone may raise a concern about an organisation that has applied to us or has received funding from us. As a custodian of public money, we will always take such concerns very seriously and we have processes to ensure they are thoroughly investigated. This guidance explains how to raise a concern and how we will deal with it.

### 2) What can we consider through this process?

We can only consider concerns about:

- a current application for funding, or
- an alleged breach of the terms and conditions of a current funding agreement

If you are raising concerns about a decision that we have taken to fund an individual or organisation, we will review the information that you provide and whether it would have affected our decision. Please note:

- We cannot enter into a discussion about any disagreement you have with a particular funding decision unless it involves a breach of the terms and conditions of funding.
- We cannot become involved in any personal disagreement you may have with the funding recipient. If your concern is a personal disagreement you should direct this to organisation concerned.
- While we can take action to investigate breaches of a funding agreement, we cannot enforce the law. If your concern involves a breach of the law, you should consider raising the matter with the relevant regulatory body or, in criminal matters, the police.

### 3) Raising concerns

If you wish to raise any concerns the please contact Angela Linton by phone on 020 7902 1095 or email: [angela.linton@youthmusic.org.uk](mailto:angela.linton@youthmusic.org.uk). If you experience or anticipate any barriers to raising a concern, please contact us for information on the type of support we can provide.

### 4) Responding to your concerns

We do not make public information about investigative procedures. Doing so would allow individuals and organisations to circumvent our checks and jeopardise our ability to protect public funds. It is therefore unlikely that we will be able to give you any information about the progress or outcome of any investigation we carry out.



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#### 5) Rights to confidentiality

As part of our review of your concerns we may need to contact the organisation that we have funded. If we do we will respect your anonymity and will honour any specific requests that you make regarding confidentiality. Similarly, if you work for the organisation you are raising concerns about, or are a named contact on the grant application or funding agreement, and you would like us to keep your details confidential, please advise us of this at the time you tell us your concerns. You may have a contractual duty to advise us of any incident or practice that may jeopardise the success of the project or amount to misuse of public funds.

If we receive information that suggests people may be at risk, we may need to share this information with the police or other appropriate authorities. In these cases, we would still take steps to preserve your confidentiality.