

**Raising a concern  
about a Youth  
Music funded  
partner**

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## Introduction

This guidance outlines how and why you would raise a concern about an organisation or individual that receives funding from Youth Music.

## Why raise a concern?

If you suspect wrongdoing or negligence, then you should consider raising your concern with us.

You can raise the following types of concern:

- Breach of a legal obligation (e.g. discrimination, not having the correct insurance in place, not following employment law or conditions of contract).
- Staffing and participant safeguarding (e.g. inappropriate behaviour towards children or vulnerable adults, poor safeguarding policies and practices, bullying or harassment).
- Health and safety.
- Covering up wrongdoing.
- Criminal offence (e.g. fraud).

## When to report

We would advise that you raise concerns directly with the organisation or individual as a first step, unless you suspect they are committing fraud. This enables them to take pro-active steps to address your concerns.

You should raise your concern directly with us in the following circumstances:

- You suspect fraud is being committed.
- You have raised something with them which has not been addressed.
- You are fearful of contacting them.

Youth Music is not a regulatory body. We can only take action to investigate breaches of a funding agreement. We cannot interpret or enforce the law. You may also wish to raise your concern with the [Charity Commission](#) or [Companies House](#) or in criminal matters, with the police.

## What we can consider

We will consider concerns about:

- a current application for funding, or
- an alleged breach of the terms and conditions of a current funding agreement. Note that funding agreements are 'live' for 12 months after the final payment has been made.

Our funding agreement terms and conditions require our funded partners to follow a range of legal and best practice guidelines. These include things like safeguarding, employment law, the Equalities Act, company and charity law, and paying the real Living Wage.

Our funding is always made as restricted grants, for the purposes outlined in the funding application (unless changes have been agreed with us).

Our [standard terms and conditions of grant](#) can be found on our website.

We cannot become involved in any personal disagreement you may have with the funded partner.

## How to raise a concern

Concerns are dealt with by our Chief Operating Officer, Angela Linton. Please contact Angela on telephone 07738 147733 or email [angela.linton@youthmusic.org.uk](mailto:angela.linton@youthmusic.org.uk). If you are worried about raising a concern or would like to know more information about how we would approach things, we can have an informal chat in the first instance.

If you have an existing contact with someone at Youth Music, for example a Grants and Learning Officer, you may prefer to raise it with them directly in the first instance. They would then pass your concern on to be dealt with by Angela. It is unlikely that they would be involved in any subsequent action taken.

You should provide as much information about your concern as you feel able.

If you have any barriers to raising a concern, we may be able to provide you with extra support.

## What you can expect from us

If you raise a concern, please rest assured that you will:

- Be treated fairly.
- Have your concerns taken seriously.

- Not be subject to any detrimental treatment from us.

## Confidentiality

We will ask you if you are willing for us to use your name and the details of your concern if or when we contact the funded partner.

We will honour any requests for confidentiality. However, we cannot guarantee that anonymity will always be achieved. For example, funded partners may be able to work out who has made the complaint by its nature or timing.

If we receive information that suggests people may be at risk, for example if there is a risk of harm to a child or vulnerable adult, 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.

## What happens when you raise a concern with us

We will review the information that you provide and consider whether it could mean that our terms and conditions of funding have been breached.

We will review your concern within 10 working days and determine what action to take.

We cannot make public information about what we do in response to your concern, or what action we are taking. Doing so could allow individuals and organisations to circumvent our checks.

We will, however, let you know when an investigation has been completed and give you some information about the process. Please be aware that investigations can take some time – we cannot give you a firm date for any conclusion.

# YOUTH MUSIC

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