UK Association for Music – Music Mark
www.musicmark.org.uk

Feedback policy

Comments, compliments and complaints

Music Mark welcomes feedback of all kinds, including complaints. We recognise that feedback is a vital part of members' and others' engagement with the association, and that it can be a valuable source of information about how people are receiving and valuing what the association does.

Feedback will fit into one or more of these types:

- **Comments**, providing information on people's opinions of services, resources or advocacy;
- **Compliments** and expressions of thanks for Music Mark's work or impacts;
- **Complaints**, which are any expression of dissatisfaction with Music Mark's services or work.

All forms of feedback are received via multiple communications channels and no channel is prioritised over any other. The single exception is that Music Mark will only investigate formal complaints that are made in writing. This ensures that complaints are properly understood and that the policy is correctly followed.

Scope of policy

This policy applies to feedback from members and the public. It does not apply to staff or volunteers who should refer to Music Mark's staff handbook.

Comments and compliments

Comments and compliments should be acknowledged via the same channel as they are received, including those offered verbally. Written communications should be acknowledged within five working days or sooner where possible.

Where comments require action or communication, this will usually happen informally and at the level of the relevant department. It will be at the department's discretion whether to respond further or update the correspondent following their comment.

Declining to respond to comments

Music Mark may decline to respond to comments, particularly in social media, which do not relate to its programme, which in its reasonable opinion it judges to be vexatious, or which may inflame opinion and provoke further comments unconstructively.

Complaints

Complaints should be acknowledged within five working days or sooner where possible, via the channel by which they are received. Verbal complaints should be listened to carefully but the complainant must be told to put their complaint in writing if they wish it to be investigated. This will ensure that their complaint is properly understood and the policy is correctly followed.

The most appropriate person to handle a complaint will usually be clear from its subject and severity. Unless the complaint is about a specific person, it may be handled by most the relevant officer and not necessarily by a manager.

During the investigation, the officer handling the complaint will review any submitted materials and relevant correspondence. They may ask to speak with staff, volunteers or people outside the organisation, including the complainant.

Music Mark will aim to respond fully to the complainant within ten working days, usually by e-mail. In cases when this is not possible, the officer handling the complaint will keep the complaint updated until they can respond formally. The response will include:

- A summary of findings;
- An apology, if the investigation finds that Music Mark is at fault;
- Details of any corrective actions or measures that are put in place.

Stage 2 review

Music Mark aims to resolve complaints in one stage however if the complainant is dissatisfied with the resolution offered, they may ask for a review. They should make this request in writing within ten working days of the date of Music Mark's response, stating the reason(s) for their dissatisfaction. The reviewer should acknowledge the request as soon as possible and should aim to complete the review within ten working days.

The review will address the specific reasons for the complainant's dissatisfaction. It should not usually be necessary to rerun significant aspects of the original investigation.

The findings at this review stage will be final.

Anonymous complaints

If a complainant chooses not to identify themselves, the complaint should still be investigated, within ten days where possible. If there is any element of complexity or contentiousness, it should automatically be referred for stage two review.

Who will handle complaints

If the complaint is about:	**Investigation by:**	**Review (if needed) by:**
Most matters	an appropriate officer	Manager or Director
A Director	Chief Executive	a Trustee
The Chief Executive	a Trustee	Chair of Trustees

Recording and reviewing feedback

Compliments and written complaints (including anonymous complaints) should be recorded on a shared folder or drive as soon as they are received and usually by the person who first receives the feedback. The date and summary of the resolution should be added when known.

The Senior Leadership Team will review records of compliments and complaints at least every six months. This review will enable Music Mark to learn from complaints, to continuously improve its processes, practices and quality, and to ensure that the policy is effective.

Review by Trustees

Trustees will not routinely review feedback outside of the policy. Where it is felt that there is a wider interest, Trustees or SLT may choose to ask the Board to review specific complaints and their resolutions.

This is a mechanism for Music Mark to improve. It is not intended to create a second appeal stage for complaints.

Confidentiality and disclosure

It will not usually be necessary for comments and compliments to be kept confidential, particularly if they contain something that Music Mark can learn from or would wish to celebrate.

Complaints will be handled sensitively. It may not always be possible to maintain complete confidentiality if this will prevent proper investigation. The number of people informed of the details of any complaint will be kept to a minimum.

Music Mark officers have had data privacy training and will handle complainants' personal details in line with Music Mark's Data Privacy policy.

Music Mark will always refer matters to the Police, safeguarding teams, Charity Commission, Companies House or other regulatory authority if required, and will disclose materials as necessary. It may not always be appropriate to inform the complainant if this happens.

Accessibility

Music Mark is committed to ensuring that its feedback policy is accessible to everyone. If you require this policy in an alternative format, or if you need assistance to give feedback (for example, through an advocate), please let us know and we will make appropriate arrangements.

Version history

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