FBYM
The Friends of Bedfordshire Youth Music
Supporting Youth Music organisations
in Bedfordshire & surrounding counties

Complaints Procedure

If for any reason you are unhappy with any of Friends of Bedfordshire Youth Music's services, the following tells you what you can do to help FBYM to improve its service to you.

STAGE 1: Not satisfied?

Talk or write to the person responsible for providing the service, so that your problem may be dealt with immediately.

STAGE 2: Still not happy?

Put your complaint in writing to the Chair of the Trustees [chair@fbym.org.uk], or, if your complaint is against that person, the Secretary of the Trustees.

What will happen next?

In normal circumstances you will receive a written reply within twenty working days of receipt of your complaint.

STAGE 3: Still not satisfied?

Write to the chair of the Trustees asking that the matter be placed on the agenda of the Board of Trustees at its next meeting. Such a request will normally be acknowledged within five working days of receiving it.

What happens then?

The Board of Trustees at its next meeting will discuss your complaint and the Chair will then reply to you within ten working days of the meeting. The decision of the Board of Trustees will be final.

STAGE 4 Still not satisfied?

If at the end of the process, you feel that your complaint has not been considered appropriately and you still have serious concerns and you should approach the appropriate regulator.

Guidance Notes for all parties

Stage 1

- The initial phase of the process should be dealt with in ten working days;
- Although it is not essential it may be helpful if brief notes are kept during this stage, by the individual dealing with the matter and the person who raised the concern.
- The individual who has dealt with the concern should inform the person who raised matter of the actions that are being taken to resolve the issue and how it will be monitored.

Stage 2

- On receipt of a formal complaint the chair or secretary should send an email acknowledging the complaint has been received.
- The chair/secretary or their representative should ensure that the complaint should be considered using the complaints policy, as opposed to other process, e.g. Whistleblowing or Safeguarding
- The chair/secretary or their representative should make contact with the complainant to offer to meet with them [F2F or Virtually] to discuss their complaint. A written record should be kept.
- The chair/secretary or their representative should decide who else, if anybody, they need to meet with to address the issues raised in the complaint.

Stage 3

- On receipt of a notification from the complainant, the chair or secretary should send an email acknowledging receipt and informing the complainant of the date of the next Trustees meeting. This should happen within five working days of notification from the complainant.
- The complainant should be advised that Trustees meet five times per year and therefore, there may be some delay before the Trustees can consider the issue.
- If, in the opinion of the chair, a delay in considering the matter until the next calendared Trustees meeting could have a detrimental effect, then in *exceptional* circumstances, the chair *may* call an extraordinary meeting of Trustees to consider the issue. [e.g. the complainant claims that a bursary request has not been treated fairly which leads to a young person not being able to attend a music course which will takes place before the Trustees meeting.]
- The chair should ensure that the complainant is informed of the deadline for receipt of any papers they wish to be considered by the Trustees in relation to their complaint.
- The chair should ensure that the Trustees have copies of any other notes that have been made earlier in the process in relation to the matter.
- After the Trustees have met the complainant should receive in writing within ten working days the decision of the Trustees and the reasons behind it.

Stage 4

- The letter informing a complainant of the decisions of the board of Trustees should include contact details of how individuals can complain against a charity. https://www.gov.uk/complain-about-charity

General Points

- Records of any complaints received should be kept securely for three years from the date the process concluded. After this date, written records of the complaint should be deleted.
- The charity should keep a log of all complaints/concerns received to enable Trustees to identify trends. The Board of Trustees may review the log at any point, but should review the log each year when the policy noting the review in the minutes.
- If in the opinion of the chair or their representative a complaint is vexatious, i.e. it follows one or more complaint from the same person or the same or similar issue which have been determined, the chair may decide it is not appropriate to consider the latest complaint.

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Diann Chatfield

Chair of Board of Trustees