



Nottingham Music Service Comments, Compliments and Complaints Policy

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Current ratified	
Notes:	Updated September 2017 with new email address and logo

This policy applies to all trustees, members of staff and seconded members of staff, volunteers and freelance workers contracted to Nottingham Music Service

Introduction

Nottingham Music Service wants to give the best standard of service and values feedback on how well we do this.

The procedure for comments, compliments and complaints is as follows:

- Email at info@nottinghammusic hub.org.uk or call on 0115 9476202
- Write to Nottingham Music Service, The College Street Centre, College Street, NG1 5AQ

Comments and Compliments

When we receive a comment or compliment about the standard of service experience we will always acknowledge this. A manager will then, where appropriate, notify any employee to whom the compliment refers.

Complaints

A complaint is a way of informing us that a service is under performing in some way. A complaint may be about a delay, lack of response, discourtesy or about the standard of service. If we are informed that:

- We have done something wrong
- We have not done something that we said we would do
- Someone is not satisfied with a particular service or set of services that we provide

We will always:

- Acknowledge and investigate
- Review our process, where relevant and make changes, so that the mistake is not repeated

When this procedure doesn't apply

We intend, where possible, to deal with all complaints under these procedures. The only exceptions are for statutory and legal reasons such as:

A complaint that has already been heard by a court or tribunal, or a complaint where the complainant has commenced legal proceedings or has taken court action

Or if a complaint is from an employee about an employment matter in which case this should be communicated to your line manager.

Complaint Resolution

We will try to resolve any concern about any of our services quickly and informally. If we cannot resolve a concern satisfactorily, we will record the concern as a comment, so that we can learn from it.