

## Purbeck Youth Music Complaints Policy & Procedure

### How to make a complaint

Purbeck Youth Music is committed to providing a high standard of service. We welcome feedback and would like to hear from you if you have concerns or want to make a comment.

To make a complaint please contact PYM by email ([admin@purbeckyouthmusic.org](mailto:admin@purbeckyouthmusic.org)) or speak to one of the Trustees.

### Please tell us:

1. What you think went wrong, giving clear details so we can try to resolve your concerns as quickly as possible.
2. How we should put it right.
3. The impact on you.

### Resolving your complaint

4. We undertake to deal with your complaint in a professional and confidential manner.
5. We aim to acknowledge any emailed complaints within 5 calendar days and we to give a full response within 14 days.

### Trustees' Responsibilities

#### In the event of a complaint, Trustees will:

6. Respond swiftly, acknowledging the complaint and providing information about how and when PYM will deal with the complaint.
7. Investigate what has gone wrong and draw up appropriate options for resolving the concern, taking into account what the complainant.
8. Respond, offering a full explanation and a suitable remedy (this could be an apology, or a refund, or other appropriate resolution).
9. Keep a record all complaints and outcomes, enabling PYM to learn from identified shortcomings.
10. Ensure the complaints procedure is accessible to those who may want to use it.



Tim Arnold  
Chair  
Purbeck Youth Music