

COMPLAINTS POLICY

STATEMENT

Merton Music Foundation is committed to providing a high-quality service.

Unfortunately, despite all best intentions, things can still go wrong. When this happens, we need to be informed so that every effort can be made to put things right and to prevent such errors in future.

We welcome comments or suggestions on ways to improve the current information or services we provide.

HOW TO MAKE A COMPLAINT

1. In the first instance, please contact us with your concern on 020 8640 5446 or email admin@mmf.org.uk
2. We hope to be able to resolve the issue immediately, however if this is not possible we will acknowledge receipt of your complaint and we will respond to you within **2 working days**.
3. If you are not happy with this initial response, please let us know and the matter will be raised with the Senior Leadership Team.
4. A member of the Senior Leadership Team will investigate the issue thoroughly and reply with a resolution within **10 working days**.
5. If you feel the complaint has still not been resolved to your satisfaction, you should write to the Chief Executive. The Chief Executive will acknowledge your complaint, contact all staff members concerned and initiate a formal investigation. You will be kept advised of progress until a satisfactory conclusion has been reached. We aim to advise complainants of the outcome of the investigation within **10 working days**.
6. If after these steps you still feel that the complaint has not been resolved, or if your complaint is regarding the Chief Executive, please address your concerns in writing to: chairoftrustees@mmf.org.uk. The Chair of Trustees will acknowledge receipt and will respond formally within **10 working days**. The Chair of Trustees decision is final.

HOW WE DEAL WITH A COMPLAINT

1. Any complaint received by Merton Music Foundation will be recorded.
2. All complaints will be handled fairly and thoroughly.
3. Initial straightforward complaints will be dealt with by the staff involved, wherever possible. However, advice and/or intervention will be sought from line managers where needed.
4. Written complaints will be investigated, resolved and replied to within **10 working days** or sooner where possible.
5. Serious complaints will require formal investigation and the complainant will receive written acknowledgement and an update of progress until a satisfactory conclusion has been reached. We aim to advise complainants of the outcome of the investigation within **10 working days**.
6. Where Merton Music Foundation is found to be at fault, the issue will be rectified as soon as possible, and steps put in place to ensure a similar problem does not occur in the future.

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