Complaints Policy

Finalised: January 2026 by Cedric Fromageot

Next review: January 2027

Music Masters interacts with many people in many contexts, including supporting young people and musicians to working with staff in many organisations and with donors. Our work can involve constructive and respectful challenge because we believe that discussion and debate can lead to meaningful change. That said, we aim to keep the highest standards of professionalism and try our best to ensure everyone who interacts with us has a good experience. We have measures in place to evaluate and track our progress in key areas and we actively seek feedback from stakeholders and service users to help us continually improve.

However, we acknowledge that there will be occasions where something does not go as well as we want it to. We want to know when this happens, and this complaints policy is designed to ensure that we can hear from you when we fall short.

It may be that the issue can be resolved on an informal basis, so as a first step we would encourage you to reach out - either via phone or email - and tell us more about the situation. We may be able to provide context or explanation that satisfies your concerns or feelings. If the above approach is not an option or you feel that you have already tried it, you can make a formal complaint. We would ask you provide as much relevant and necessary information in writing and submit it either:

- in an email with the subject line 'Complaint' to contact@musicmasters.org.uk . Note, this is a shared inbox used by all of the Music Masters staff, if your complaint is sensitive or you do not wish Music Masters staff members to see it please write to 'contact@musicmasters.org.uk' explaining your wish to complain via a private email address and we will provide the CEOs email address for you to use.

  or

- in a letter by writing to: Complaints, Music Masters, First Floor, 10-11 Bishops Terrace, London, SE11 4UE.

In your complaint, please include the following information to help us investigate and provide an outcome:

1. What happened, where and when?
2. Who/what was involved? (names if known)
3. Any suggested next steps? (e.g. an apology, an explanation, any corrective action. We'll review this alongside our policies and obligations and explain what we can and can't do).
4. Have you already tried to resolve this with us? (who/when)

We're committed to excellent, inclusive service. If something isn't right, please tell us so we can put it right and learn. However, please do raise complaints within 3 months of the issue arising (we can extend in exceptional cases). This follows DfE best practice, where they state: 'we consider 3 months to be an acceptable time frame in which to lodge a complaint. Additional time can be given in exceptional circumstances.'

How we handle complaints made to us

We take complaints seriously and handle them with respect and care.

Our aim is a fair, proportionate and prompt response, and we will make reasonable adjustments wherever needed to ensure you can use our process.

Please also note, anonymous complaints are reviewed, but our ability to investigate and reply to anonymous complaints may be limited.

We will review complaints to ensure that we learn lessons and take appropriate action where we have fallen short of our standards or values.

We aim to handle all complaints as follows:

- We'll acknowledge your complaint within 5 working days and aim to respond within 10 working days of the acknowledgement being sent (if we need longer to issue a full response or more time to investigate the issue then we will inform you and keep you updated).
- If you don't receive a response, it may be that a postal complaint has not reached us. Please do follow up with this if you feel this may be the case.
- If you're unhappy with our response, you can appeal to our Chair of Trustees within 20 working days.

If you are dissatisfied with your outcome you can take your complaint to the Charity Commission (England and Wales), see guidance here.

Fundraising process

We're grateful to everyone who supports Music Masters. We aim to provide a positive, professional experience for all supporters. Music Masters is committed to ensuring that its fundraising activities protect the public, including any vulnerable people it works with, from unreasonably intrusive fundraising approaches. We will never apply undue pressure to donate and we're registered with the Fundraising Regulator.

Your feedback on this matters, and if you consider that we have not operated appropriately or fairly in the way we have approached you for fundraising, or you have concerns over our fundraising practices generally, then we ask you to write all the information down and submit your complaint either:

- in an email with the subject line 'Complaints' to contact@musicmasters.org.uk or
- in a letter by writing to: CEO, Music Masters, First Floor, 10-11 Bishops Terrace, London, SE11 4UE.

We will aim to handle all complaints as follows:

- we'll acknowledge your complaint within 5 working days and aim to provide a full response within 21 days (if we need longer to issue a full response then we will inform you and keep you updated).

If you're unhappy with our response, you can appeal to our Chair of Trustees within 20 working days. If your query has not been satisfactorily dealt with then you may contact the Fundraising Regulator. Details of how to contact them are available on their website: www.fundraisingregulator.org.uk

What's not covered by the complaints policy:

The Complaints Policy and procedure outlined here applies to all matters relating to actions of staff except where they relate to safeguarding concerns or complaints. Safeguarding concerns or complaints related to safeguarding matters are handled according to the process outlined in our Safeguarding policy. If you have serious concerns you may wish to immediately contact the relevant Designated Safeguarding Lead or Deputy (DSL or DDSL) for the school or local authority – details can be found in Appendix 3 of our Child Protection Policy.

This policy also does not apply to current Music Masters employees who wish to raise a complaint. Please follow the separate grievance policy found on our internal HR tool if you wish to raise a grievance.

Handling your data

Any data you provide as part of your complaint will be handled in accordance with our privacy policy.

Vexatious Complaints:

We will handle all complaints respectfully. If contact becomes vexatious, persistent, repetitive or abusive, we may take proportionate steps to manage it - such as restricting contact routes or frequency. In exceptional circumstances, we may discontinue correspondence. In that scenario, we will tell you what we're doing and why.