Customer Complaints Policy

This policy is to be reviewed biennially.
Last reviewed 23/10/2025

For the purposes of this document, Wiltshire Young Musicians (WYM) includes WYMT Ltd and the Committee members acting on its behalf.

1. Introduction

1.1. The purpose of this document is to present a general policy on customer care and in particular the complaints procedure within WYM.

1.2. The policy has been prepared having regard to WYM values and reference to good practice.

2. Statement of Intent

"Wiltshire Young Musicians recognises good customer care is fundamental to its business. Good customer care will be based on respect for customers and their views and wishes. However, the Charity recognises that mistakes may be made and it will deal with complaints seriously and with sensitivity, allowing proper redress when appropriate. Wiltshire Young Musicians operates a complaints procedure that compares with the Corporate procedure."

3. General Policy - Customer Care

3.1. Wiltshire Young Musicians customers include but is not limited to its members, contractors and anyone who engages in the Charities activities. Customer care policies will apply to anyone having dealings with the Wiltshire Young Musicians staff.

3.2. This policy describes how the Charity goes about its work and the overlaps with other policy areas.

3.3. The Charity's objectives in providing good customer care will be to:

- Promote the delivery of high quality services
- Listen to the views of customers
- Respect customers at all times
- Respond to customers individual needs

- Ensure staff behave courteously at all times
- Provide clear information about our services
- Ensure our venues are accessible to all people

4. General Policy - Complaints

4.1. WYM will operate a complaints procedure for dealing with expressions of dissatisfaction. The formal procedure is co-ordinated through the Performance Management Team.

4.2. The complaints procedure will not be used for first reports of new concerns as the Charity requires the opportunity to put things right. These will be termed “Service Enquiries”. The Complaints process cannot also be used as a vehicle for complainants to seek a course of action outside Charity policy. e.g. seeking additional subsidy for membership.

4.3. The Charity will widely publish material about its complaints procedure and will treat all complaints as confidential. Complainants will be kept informed about the progress and outcome of their complaint and complaints will be recorded and monitored.

4.4. Wiltshire Young Musicians will use the complaints system to learn from its mistakes and to improve levels of customer satisfaction. Where mistakes have been made WYM will not only apologise, but will offer compensation if this is appropriate, including meeting all statutory obligations.

4.5. The Charity’s formal complaints procedure will be in 2 stages as follows:

4.5.1. Stage 1: Investigation

Customers making a first complaint should either put the complaint in writing themselves or ask the officer to whom they are reporting it to write it down. They can make a complaint via post to ‘Wiltshire Young Musicians, Wiltshire Music Centre, Ashley Road, Bradford on Avon, Wiltshire, BA15 1DZ or by e-mail to info@wiltshireyoungmusicians.org.uk . On receipt of the complaint an acknowledgement will be sent within three working days of receiving it. This will also include the name of the Officer who will be dealing with the complaint and the date by which a full reply will be provided. The matter will then be referred to the officer or team dealing with the matter for a direct written response within 10 working days. The complaint will be recorded, acknowledged, investigated and responded to. If the customer is not satisfied with the outcome, they can opt to move to Stage 2 of the procedure. (If the complaint represents a potential disciplinary issue with a staff member it will go direct to the Executive Director.)

4.5.2. Stage 2: Senior Manager / Board Review

If the customer remains unhappy with the outcome of stage one, they can take the matter further and complain to the chair of the Wiltshire Young Musicians board danielsmith484@hotmail.com . The complaint will be fully reviewed and the Charity will aim to send a full response within 10 working days. Again, the Charity will let the Customer know if it is going to take any longer.

4.5.3. INDEPENDENT CHARITY COMMISSION:

Wiltshire Young Musicians will advise complainants of their right to progress the issue to the Charity commission. The Charity will have regard to the decisions of the Charity commission as required.

How will Wiltshire Young Musicians Monitor this policy.

The complaints procedure will be reviewed and performance monitoring information analysed and published on a regular basis. Specifically the Performance and Information Team will report upon:

- The number of stage 1 complaints received each year and the % responded to within ten working days.
- The number of stage 2 complaints received each year and the % responded to within ten working days.
- Implement regular customer satisfaction monitoring of this service and report on findings to customers
- Ensure areas for improvements and adjustments in relation to staff training, policy or procedural reviews are implemented.