



Compliments and Complaints Policy

Made with Music is a not-for-profit charity delivering music workshops in and around Leeds. We are a company that values feedback on our work. We try to meet the needs of all we work with and for and to be an open and trusted organisation.

This policy will enable us to use feedback to help us plan future work or make changes when things don't work.

We may use feedback in funding reports, or to help other people know about our work. Those who use the feedback form will not be identified unless permission is given for the information to be shared.

For any feedback, you can contact us in the following ways:

Email: hello@madewithmusic.co.uk

Post: 32 St Martins Road, Leeds, LS7 3LX

Phone: 07791809121

Facebook / Instagram / X (direct messages preferable)

Compliments

If we are doing things well, you enjoy attending our sessions or have positive comments we would love to hear about it.

These can help us with reports to funders or show what difference our work makes and can be used in our advocacy work to tell more people about what we do.

You can comment via feedback cards, email or letter (see below).

Complaints

Let us know if you are not happy with our work for some reason.

We have a complaints procedure in place which can be used when you need us to address a formal complaint.

We will respond within 20 days of receiving your complaint.

Stage 1

- Fill in an evaluation card or speak to a member of the team. You can also write a letter or email us using the contact details above.
- Include as much detail as you can about the issue including specific dates if applicable.
- Tell us what you think should happen to make things better (either for you, or in the future).
- Give us your current contact details.
- If your complaint is about one of the associate members of staff, please contact one of our Directors, Hannah Dilworth or Kathryn Sturman; marking your complaint for the attn. of Made with Music Directors.



Stage 2

If your complaint involves one, or both, of the Directors or you feel has not been addressed by completing stage 1, please write a postal letter addressed for the attn. of the Board of Trustees marked Private and Confidential (using the address above). The matter will be dealt promptly. In the event that members of the Board are required to meet to resolve the complaint, it may delay the outcome. You can expect to be informed of what actions are being taken within 20 days.

External

At any stage, you may take your complaint to the charity commission. Information is available via [their website](#) about the type of complaints they can help resolve.

Additional Information

All complaints will be treated as confidential, but we reserve the right to discuss your complaint with staff members, or internally, if this is the best way to resolve the complaint.

Please submit your complaint as early as possible. We will be unable to resolve issues from earlier than 18 months ago.

We are committed to reviewing our policies annually.

This policy was last reviewed in March 2024.

Signed: Kat Porter (Administrator)