



MUSIC PLUS TRUST LIMITED COMPLAINTS PROCEDURE

MUSIC PLUS TRUST LIMITED (MPT) (PopUK and Remini-Sing) aims to provide high quality services which meet your expectations and our contractual obligations. We believe we achieve this but if you are not satisfied then please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with us.

Our Complaints Procedure has the following goals:

1. To deal with complaints fairly, efficiently and effectively.
2. To ensure that all complaints are handled in a consistent manner throughout.
3. To increase client satisfaction.
4. To use complaints constructively in the planning and improvement of our services.

If you are unhappy about any of MPT's services, please speak to the Project Tutor or to the Executive Director.

If you are unhappy with an individual in MPT sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the Executive Director.

Often we will be able to give you a response straightaway. When the matter is more complicated we will give you an initial response within 5 working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Executive Director, Andy Silver, at 27 Devonshire Road Salford M6 8HZ. If your complaint is about the Executive Director then please write to the Chair of Trustees of MPT at the same address.

All written complaints will be logged. You will receive a written acknowledgement within 5 working days.

The aim is to investigate your complaint properly and give you a reply within 10 working days, setting out our response and if appropriate how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair of Trustees who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

If as a result of your complaint disciplinary proceedings are taken against one of our workers then an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

Finally we are always glad to hear if you are happy with MPT's services.