****

**COMPLAINTS PROCEDURE**

**October 2025**

**Definition of a complaint**

A complaint is any expression of dissatisfaction resulting from the failure of the Countess of Munster Musical Trust (“the Trust”) to meet the individual’s expectations, whether justified or not, about any aspect of the Trust whether it be administration, a staff member, a process, or a service.

This policy does not cover complaints from staff.

**Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following relevant data protection requirements.

**Complaints Handling Procedure**

We want to make it easy for you to contact us and to provide feedback or make a complaint. These are the ways you can get in touch with us:

1. Face to face: if you are dealing with a member of staff and you wish to complain, then please speak to them directly. It may be possible to resolve the issue immediately. However, if that is not possible, then she/he will record the details of your complaint and will send it through to the Executive Director

2. You can call us 020 7759 1220

3. You can email us on admin@munstertrust.org.uk

4. You can write to us at The Countess of Munster Musical Trust, C/o YCAT Somerset House, West Wing, Strand, London, WC2R1LA

In all instances where a complaint is made using the above means, we will aim to contact you within 5 working days of receiving the complaint to acknowledge receipt. If you provide us with a telephone number and/or email address, we will contact you by either of those means to discuss the matter further and to record all necessary details. Hopefully we can resolve the matter immediately. However, if the issue is more complex and an investigation is required, we will proceed as follows:

* Record full details of your complaint.
* Note down your relationship to the Trust.
* Take all necessary steps to investigate the matter.
* Contact you again within 15 working days of acknowledging the complaint to advise you of our findings or to give you an update on progress.
* Continue to keep you informed until the matter is resolved to your satisfaction or until all appropriate steps to resolve the matter have been taken.

**Resolving complaints**

We will always operate from the premise that any person is entitled to express his or her views on our services and that those views should be taken seriously where this is warranted. We will not, however, tolerate any abusive or discriminatory language or behaviour towards any of our staff, and may decline to investigate a complaint further in such circumstances.

The Executive Director will handle all complaints and, if necessary, will escalate these to the Board of Trustees depending on the complexity or seriousness of the issue.

Once referred to the Board of Trustees, the complaint will be investigated by the Chairman or the full Board as appropriate. Ideally complainants will receive a definitive reply within a month. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

**Audition process**

Outside distractions during an audition:

If an audition is compromised and a candidate feels as though their audition conditions were unfair due to a distraction during performance, for example due to, roadworks, building noise, fire alarms or other unforeseen circumstances, the Trust will ensure that the candidate will be given another chance for a fair and representative audition experience.

**External Stage**

As the Trust is a registered charity, the complainant can complain to the Charity Commission at any stage. Information about the kind of complaints with which the Charity Commission can involve itself can be found on their website at: <https://www.gov.uk/complain-about-charity>.

**Review of this Policy and Complaints Received**

All complaints received will be brought before the Board for review at the regular Board meetings. This policy will be reviewed by the Board of Trustees every two years. Through this process of regular review, we aim to improve our services and to ensure that any lessons learned are implemented within the organisation.

Date of adoption: 4th November 2020

Date of next review: October 2022

Reviewed Oct 2023

Revised 11th October 2024

Reviewed 3rd of October 2025