



Complaints and Compliments Policy

Jan 2024

INTRODUCTION

SoCo Music Project is committed to providing the best possible service that it can and we encourage feedback from our customers, partners and service users where appropriate. We have developed a Complaints and Compliments Policy that explains our broad approach to handling feedback and a procedure that provides clear information on how individuals feedback will be handled.

AIM

SoCo Music Project aims to use compliments about a service or members of staff to share good practice among the organisation and encourage staff to continue to provide excellent services. Complaints about a service or member of staff will be used in order to improve the services that we provide.

The objectives of **SoCo Music Project's** Complaints and Compliments policy are to:

- Ensure everyone knows how to provide feedback and how a complaint will be handled.
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames.
- Provide individuals with a fair and effective way to complain and provide feedback about our work.
- Ensure that compliments and complaints are monitored and used to improve our services.

SoCo Music Project will ensure that we:

- Listen carefully to complaints and treat complaints as confidential, where possible.
- Record, store and manage all complaints accurately and in accordance with the Data protection Act.
- Investigate the complaint fully, objectively and within the stated time frame.
- Notify the complainant of the results of the investigation and any right of appeal.
- Inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence.
- Report, on a quarterly basis, the number of compliments and complaints received, the outcomes of investigations and any actions taken.

WHAT IS A COMPLIMENT?

A compliment is an expression of satisfaction with a service made by a customer about the organisation. A compliment may be made about an individual officer, team or a service as a whole.

WHAT IS A COMPLAINT?

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel SoCo Music Project has failed to provide a service or an acceptable standard of service, failed to act in a proper way or provided an unfair service.

WHO IS A CUSTOMER?

A customer is anyone who contacts **SoCo Music Project** to request a service, or is in receipt of a service.

HOW CAN A COMPLAINT OR COMPLIMENT BE GIVEN?

Any customer wishing to make a complaint/compliment can do so by:

- Phone - 07505066778
- Email – info@socomusicproject.org.uk
- Letter – SoCo Music Project, Planet Sounds 40 The Arches, Terminus Terrace, Southampton SO14 3FE
- In person at any of **SoCo Music Project's** facilities
- Or by completing contact form - <http://www.socomusicproject.org.uk/contact/>

SoCo Music Project aims to settle the majority of complaints quickly and satisfactorily by the member of staff or relevant manager who provides the service. The complaint may be resolved quickly by way of an apology, by providing the service required or by providing an acceptable explanation to the individual.

MONITORING

SoCo Music Project is committed to continuous improvement in service delivery. As part of this commitment a quarterly monitoring report will be prepared for manager scrutiny.

EQUAL OPPORTUNITIES

SoCo Music Project will collect and analyse data on the ethnic origins, disability and gender of all customers in order to monitor the service to ensure that no discrimination takes place in the process. We will always try to communicate in a format that our customers are comfortable with.

All members of staff and contractors are committed by their terms and conditions of employment to promote and follow SoCo Music Project’s Equality of Opportunity Policy.

This revised policy was adopted by **SoCo Music Project** Leadership Team.



Signed: Signed on behalf of Matt Salvage - CEO

Date: 28th January 2024

Complaints and Compliments Policy to be reviewed Annually

Policy review date: 28th January 2025