



[www.wishingwellmusic.org.uk](http://www.wishingwellmusic.org.uk)

## **Wishing Well Music for Health Complaints Policy**

Wishing Well Music for Health (Wishing Well) is committed to creating a transparent, open and safe working environment. We encourage everyone that we work with to communicate with us about their needs/concerns/ and ideas on how we can improve our work together.

Therefore we will ensure that making a complaint is as easy as possible;

- we treat a complaint as an expression of dissatisfaction with our service which calls for a response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review our complaints policy and procedures regularly.
- we keep a record of all complaints received and our response to them which is available to the public, while protecting the confidentiality of individuals.

Our aims are to:

- resolve informal concerns quickly;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

We recognise that many concerns will be raised informally, and dealt with quickly. An informal approach is appropriate when it can be achieved, but if concerns cannot be satisfactorily resolved informally, then the formal Complaints and Suggestions Procedure should be followed.

### **Complaints and Suggestions Procedure**

All suggestions and all informal complaints, even if resolved, will be shared with the Wishing Well Trustees to make sure that Wishing Well can continue to develop and improve from the feedback we receive. Please let us know if you would like us to tell you what we did after you spoke to us.

If you are unable to resolve an issue informally, you should contact Wishing Well CEO, Jo White, or Chair of Trustees Olivia Doyle, by email or by phone, outlining the issue.

([jo@wishingwellmusic.org.uk](mailto:jo@wishingwellmusic.org.uk) or [oliviamcd@gmail.com](mailto:oliviamcd@gmail.com))

We will acknowledge receipt within two weeks of the complaint. We will let you know about any action taken within one month of the receipt of the complaint, but sooner where possible.

*Policy adopted: September 2019*

*Reviewed : June 2023*