

## **Friends of Bedfordshire Youth Music**

### **Complaints Policy**

If for any reason you are unhappy with any of *Friends of Bedfordshire Youth Music* services, the following tells you what you can do to help *Friends of Bedfordshire Youth Music* improve its service to you.

#### **Not satisfied?**

Talk or write to the person responsible for providing the service, so that your problem may be dealt with immediately.

#### **Still not happy?**

Put your complaint in writing to the *Chairperson*, or, if your complaint is against that person, the Chair of the Trustees.

#### **What will happen next?**

In normal circumstances you will receive a written reply within 10 working days of receipt of your complaint.

#### **Still not satisfied?**

Write to the *Chairperson* asking that the matter be placed on the agenda of the Board of Trustees at its next meeting. Such a request will, in normal circumstances, be acknowledged within 5 working days of receiving it.

#### **What happens then?**

The Board of Trustees at its next meeting will discuss the complaint and the *Chairperson* will then reply to you within 5 working days of the meeting. The decision of the Board of Trustees will be final.