



THE OTAKAR KRAUS MUSIC TRUST

Registered Charity No. 1178401

112 Broad Lane, Hampton, Middlesex TW12 3BW

Tel. 07435 062212

Email: [info@okmtrust.org.uk](mailto:info@okmtrust.org.uk)

Website: [www.okmtrust.org.uk](http://www.okmtrust.org.uk)

## COMPLAINTS POLICY AND PROCEDURE

The Otakar Kraus Music Trust (OKMT) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

We are committed to enabling members, clients and those that come into contact with our projects and services to influence and easily voice their views and opinions about our organisation and the projects we facilitate.

Our complaints procedure sets out how to take up matters that someone thinks is unsatisfactory about the service they have received from OKMT.

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the work of OKMT.

### Where Complaints Come From

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in OKMT including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff members or freelance workers, who should refer to OKMT's Grievance Policy on such matters.

### How to Make a Complaint

Complaints can be sent in writing to our Director, Clare Lawrence at OKMT, 112 Broad Lane, Hampton, Middlesex TW12 3BW, or by email to [clare@okmtrust.org.uk](mailto:clare@okmtrust.org.uk). A complaints form is available at the end of this document.

Verbal complaints can be made by phone to 07435 062212 or in person to any staff member or Trustee, who should pass the complaint on to the Director. If the complaint is about the Director, it can be made to our Chair of Trustees, Ronald Miao, by email to [ronald\\_miao@hotmail.com](mailto:ronald_miao@hotmail.com) or by phone to 07730 493418.

### OKMT's Policy

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at OKMT knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

## **Confidentiality**

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

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to, e.g. donor, volunteer, sponsor
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

## **Resolving the Complaint**

### **Stage 1**

If the person receiving the complaint is responsible for the issue, they may be able to resolve it swiftly and should do so if possible and appropriate. In any case the complaint must be passed on to the Director as soon as possible and recorded in the complaint's logbook. If it has not already been resolved, the Director should investigate and speak to the person making the complaint to gather full information, preferably in writing. Receipt of written complaints should be acknowledged within 2 working days.

### **Stage 2 – Investigating the Complaint**

If the complaint relates to a specific person working or volunteering for OKMT, they should be informed and given a fair opportunity to respond in writing or in person. This should be done within 20 working days of being advised of the complaint. The Director will also speak with any others involved and log any internal investigations in the logbook. The person who made the complaint should receive an acknowledgement that the complaint is being dealt with by the Director and when they can receive a reply, ideally within a month.

### **Stage 3 – Letter of explanation and or Actions taken**

The Director will write a formal response to the complaint, whether the complaint is justified or not. This will include information gleaned from the member of staff or freelance worker and others. It will outline what they have found and what actions will be taken.

### **Stage 4 – Board of Trustees**

Where the matter is not resolved by Stage 3, the Director will refer the complaint to the Board of Trustees. This should be done within 5 working days a of second letter from the person making the complaint. The Chair acting on behalf of the Board will review the complaint and will write to the individual outlining what further action (if appropriate) will be taken.

If the complaint is about the Director, the Chair of Trustees will lead the initial investigation through Stages 1-3 and if not then resolved, should refer the matter to 2 other Trustees who will review the complaint and with the Chair and write to the individual re further action.

## **Stage 5 – External Stage**

If the individual is still not satisfied with the outcome of their complaint, they can make a complaint to the Charity Commission. Information about the kind of complaints the Charity Commission can involve itself in can be found on their website at <https://www.gov.uk/complain-about-charity>

## **Responsibility**

Overall responsibility for this policy and its implementation lies with the Board of Trustees of OKMT.

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a Chair or Trustee should not also have the Chair and/or Trustee involved as a person leading a Stage Two review.

## **Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

**Updated June 2023**

**To be reviewed annually**

## OKMT Complaints Form

Name of Person Making the Complaint:  Email address:  Telephone Number:	Date:										
<b>Your relationship to OKMT</b> <table style="width: 100%; border: none;"><tr><td style="width: 50%;"><input type="checkbox"/> Trustee</td><td style="width: 50%;"><input type="checkbox"/> Service User</td></tr><tr><td><input type="checkbox"/> Beneficiary</td><td><input type="checkbox"/> Employee</td></tr><tr><td><input type="checkbox"/> Donor</td><td><input type="checkbox"/> Professional Adviser</td></tr><tr><td><input type="checkbox"/> Regulator</td><td><input type="checkbox"/> Member of the Public</td></tr><tr><td><input type="checkbox"/> Funder</td><td><input type="checkbox"/> Other (give details)</td></tr></table>		<input type="checkbox"/> Trustee	<input type="checkbox"/> Service User	<input type="checkbox"/> Beneficiary	<input type="checkbox"/> Employee	<input type="checkbox"/> Donor	<input type="checkbox"/> Professional Adviser	<input type="checkbox"/> Regulator	<input type="checkbox"/> Member of the Public	<input type="checkbox"/> Funder	<input type="checkbox"/> Other (give details)
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<input type="checkbox"/> Regulator	<input type="checkbox"/> Member of the Public										
<input type="checkbox"/> Funder	<input type="checkbox"/> Other (give details)										

Please explain the reason for your complaint with as much detail as possible, including dates and times if possible. Please attach any supporting evidence, if available.

Signed by person making complaint \_\_\_\_\_

Action taken by OKMT:

Please send this form to Clare Lawrence, 112 Broad Lane, Hampton, Middlesex TW12 3BW, or by email to [clare@okmtrust.org.uk](mailto:clare@okmtrust.org.uk)