



**LOST CHORD UK**

*When words fail, music speaks*

## **Complaints Policy and Procedure**

### **Policy Statement**

Lost Chord UK (LCUK) is committed to providing a high standard of service to all our beneficiaries, stakeholders, and supporters. We recognise that concerns or complaints may arise, and we take such feedback seriously. This Complaints Policy and Procedure sets out our approach to handling complaints effectively, fairly, and in a timely manner.

### **Policy Objectives**

1. To provide a clear and easily accessible way for individuals to make complaints.
2. To ensure that complaints are handled promptly and fairly.
3. To use complaints as an opportunity for learning and improvement.
4. To maintain records of complaints and resolutions for transparency and accountability.

### **Procedure for Handling Complaints**

#### Step 1: Raising a Complaint

Complaints may be raised by beneficiaries, stakeholders, or anyone who has a legitimate concern about our services or operations. Complaints can be made verbally, in writing, or through our designated email address ([info@lost-chord.org.uk](mailto:info@lost-chord.org.uk)).

#### **Step 2: Acknowledgment**

Upon receiving a complaint, we will acknowledge it within 7 working days via the complainant's preferred method of communication (email or letter). The acknowledgment will include:

1. A reference number for the complaint.

Lost Chord UK Charity Number 1099385 Company Number 4793062

Lost Chord UK's Complaints Policy and Procedure

2. The name and contact details of the person handling the complaint.

### **Step 3: Investigation**

The complaint will be thoroughly investigated by a designated member of Lost Chord UK. This person will have the necessary authority and knowledge to handle the specific complaint.

### **Step 4: Response**

We will provide a written response to the complainant within 21 working days after receiving the complaint. The response will include:

Details of the investigation.

The outcome of the investigation.

Any actions taken to address the complaint.

An apology if the LCUK is at fault.

Information on what to do if the complainant is dissatisfied with the response.

### **Step 5: Review**

If the complainant is not satisfied with the response, they may request a review of the complaint. The request for review must be made within 14 working days of receiving the response. The review will be conducted by a member of the Board of Trustees who was not involved in the initial investigation.

### **Step 6: Final Response**

Following the review, a final written response will be provided to the complainant within 21 working days with the Board's findings and actions taken.

### **Confidentiality**

All complaints will be handled with sensitivity and confidentiality, sharing information only with those who need to be aware of and involved in the resolution process.

### **Record Keeping**

Lost Chord UK will maintain records of all complaints and their resolutions, ensuring transparency and accountability.

### **Publication of Complaints Data**

Annually, we will publish a summary of complaints data, including the number, nature, and outcomes of complaints. Individual complainants' identities will remain confidential.

### **Monitoring and Review**

This Complaints Policy and Procedure will be reviewed annually to ensure its effectiveness and relevance.

Last Review Date: 25.03.2024

Note: This Policy is intended to guide the handling of complaints within Lost Chord UK, ensuring transparency, fairness, and continuous improvement in our operations and services.