BENSLOW MUSIC

CUSTOMER COMPLAINTS POLICY

1. Introduction

1.1. Benslow Music is the trading name of Benslow Music Trust (registered charity no, 313663 and company limited by guarantee no. 408404), Benslow Music Instrument Loan Scheme (registered charity no. 313755) and Benslow Music Enterprises Ltd (a limited company no. 10967344).

1.2. Benslow Music is committed to delivering high-quality day and residential music courses and concerts and ensuring that all our participants have a rewarding experience. We recognise that there may be times when our service might not meet participants' expectations and this policy sets out the process for handling complaints, ensuring they are addressed promptly and fairly.

1.3. We are committed to ensuring a transparent, fair, and effective approach to handling complaints when and if they arise.

2. Scope

This policy covers complaints relating to any aspect of our service, including course content, accommodation, facilities, staff behaviour, or any other services provided by Benslow Music.

3. How to Make a Complaint

3.1. Informal Resolution: We encourage participants to address any concerns directly with a staff member as soon as an issue arises. This can usually be done by speaking to the team in reception. We will make every effort to resolve your concerns promptly and informally.

3.2. Formal Complaint: If the issue is not resolved informally or if you prefer to make a formal complaint, please submit your complaint in writing to Chief Executive at info@benslowmusic.org. Please include:

- Your full name and contact information
- Details of the complaint, including any relevant dates and locations
- Any steps you have already taken to resolve the complaint
- What you feel would be an appropriate resolution

4. The Complaint Process

4.1. Acknowledgment: Upon receipt of a formal complaint, we will acknowledge it in writing within five working days.

4.2. Investigation: Your complaint will be investigated by a senior member of staff who is not directly involved in the issue. We may contact you to seek clarification or further information.

4.3. Resolution: We aim to resolve complaints within 20 working days of receipt. If the investigation is likely to take longer, we will provide an estimated timeline.

4.4. Outcome: You will receive a written response with the outcome of the investigation, any actions we have taken, and suggestions for resolving the complaint.

5. Confidentiality

All complaints and information disclosed during the course of the complaint will be treated confidentially and will only be shared with those necessary to investigate and resolve the issue.

6. Review and Publication

Approved by	Board of Trustees
Current version adopted	25 March 2024
Periodic review every	3 years
Next review by	31 March 2027
Publish on website	Yes
Notes	