



Complaints Policy

Effective Date: 22nd September 2026

Next Review: 22nd September 2026

1. Purpose of Policy

Musicrange is committed to providing a high-quality service to all our participants, supporters, funders, staff, and volunteers.

We view complaints as an opportunity to learn, improve, and put things right for the person (or organisation) making the complaint.

This policy outlines how individuals can raise concerns and how complaints will be handled fairly and efficiently.

2. Scope of Policy

This policy applies to:

- Participants in our programmes
- Members of the public
- Donors and funders
- Staff, volunteers, and contractors

3. Principles of Policy

We are committed to handling complaints promptly, politely, and fairly.

Complaints will be treated seriously and confidentially.

We will aim to resolve complaints at the earliest opportunity.

4. How to Make a Complaint

- In person
- By phone
- By email
- In writing

Contact: Complaints Officer

email: complaints@musicrange.org.uk

Alternatively, you can contact Musicrange using the details provided in the footer of this document.

5. Complaints Procedure

Stage 1: Informal Resolution

We encourage individuals to raise any concerns informally with a member of staff or volunteer at the earliest opportunity.

Many complaints can be resolved quickly without needing to follow a formal process.

Stage 2: Formal Complaint

If the complaint cannot be resolved informally, a formal complaint should be submitted in writing.

An acknowledgement will be sent within 5 working days.

The complaint will be investigated by the Complaints Officer or a designated senior member of staff.

A response will be sent within 20 working days of receiving the complaint. If more time is needed, the complainant will be informed.

Stage 3: Appeal

If the complainant is dissatisfied with the outcome, they may appeal in writing to the Chair of Trustees.

The appeal will be reviewed and a final response will be provided within 20 working days.

6. Confidentiality

All complaints will be handled with discretion.

Information about the complaint will only be shared with those who need to know in order to investigate and resolve the matter.

7. Record Keeping

A record of complaints will be maintained, adhering to GDPR guidelines, including:

- Nature of the complaint
- Action taken
- Outcome
- Lessons learned (if applicable)

This information will be used to improve our services and operations.

8. External Complaints

If a complaint relates to an area regulated by a third-party body (e.g., funding compliance or safeguarding issues), and the complainant is not satisfied with the final decision, they may have the right to escalate the complaint to an external authority such as the Office of the Scottish Charity Regulator (OSCR):

- Website: <https://oscr.org.uk>
- Phone: 01382 2200446

9. Changes to this Policy

We are committed to reviewing this Policy annually or sooner, if necessitated by a change in legislation, best practice or organisational needs.

567 Holburn Street
Aberdeen, AB10 7LH
www.musicrange.org.uk
t: 01224 958266

Scottish Charitable Incorporated Organisation number SC046277