



Chorus Music Therapy Group Complaints Policy and Procedure

Applicable to:

Chorus Music Therapy & Education Ltd (Company No. 15217688)

Chorus Music Therapy CIC (Company No. 16755615)

Registered Address:

45 Queen Edith's Way, Cambridge, CB1 8PJ

Contact Emails:

info@chorusmusictherapy.co.uk

cic@chorusmusictherapy.co.uk

Director: Cloris Tsz Yan Wong

Review Frequency: Annually

Next Review Due: _____

1. Introduction

Chorus Music Therapy Group views complaints as an opportunity to learn, improve, and strengthen our services across both our commercial and community activities.

We are committed to providing high-quality music therapy and music education services and to ensuring that service users, families, schools, partners, funders, and members of the public can raise concerns easily and safely.

We aim to resolve complaints fairly, transparently, and in a timely manner while maintaining positive working relationships wherever possible.

2. Scope of This Policy

This policy applies to all services delivered under Chorus Music Therapy & Education Ltd and Chorus Music Therapy CIC.

It covers complaints relating to service delivery, professional conduct, communication, administrative processes, community engagement, and organisational decisions.

This policy does not cover employee or contractor grievances, which are managed under separate internal grievance procedures.

3. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Group's work, services, conduct, or operations.

Complaints may be made verbally or in writing.

4. Who May Make a Complaint

Complaints may be made by service users, parents or carers, schools and partner organisations, funders or donors, volunteers, members of the public, or any individual or organisation with a legitimate interest in our work.

5. How to Make a Complaint

Complaints should be directed to:

Director: Cloris Tsz Yan Wong

Chorus Music Therapy Group

Email: info@chorusmusictherapy.co.uk (General Enquiries)

Email: cic@chorusmusictherapy.co.uk (CIC Matters)

Address: 45 Queen Edith's Way, Cambridge, CB1 8PJ

If the complaint concerns the Director, an independent advisor or external reviewer will be appointed to oversee the investigation.

A Complaints Form is available but is not mandatory.

6. Our Commitment

We will:

- Provide a clear and accessible complaints procedure
- Treat complainants respectfully and without discrimination
- Handle complaints confidentially in line with UK data protection law
- Acknowledge written complaints within 2 working days
- Investigate fairly and without bias
- Respond within reasonable timeframes
- Use complaints to improve service quality and governance

7. Handling Verbal Complaints

If a complaint is made verbally (by phone or in person), the person receiving it will record the details, take contact information, clarify the relationship to the organisation, explain next steps and expected timeframes, and invite written confirmation where appropriate.

All complaints must be recorded and passed to the Director.

8. Complaints Procedure

Stage 1 – Informal Resolution

Where appropriate, concerns may be resolved quickly and informally. All complaints must be logged.

Stage 2 – Investigation

The Director will gather relevant information, provide individuals involved an opportunity to respond, and maintain written records. A full written response will normally be provided within 20 working days.

Stage 3 – Formal Outcome

A written response will outline findings, decisions, and any actions taken.

Stage 4 – Review

If the complainant is not satisfied, they may request a review within 10 working days. An independent reviewer may be appointed.

Stage 5 – External Escalation

If the complaint relates to regulatory or legal matters, it may be referred to the appropriate external body.

9. Conflict of Interest

Where a complaint presents a conflict of interest, an independent external reviewer will be appointed to ensure fairness and transparency.

10. Monitoring and Learning

Complaints will be reviewed annually to identify patterns, improve safeguarding and service quality, inform training and procedural updates, and strengthen governance across both entities.

Complaints Form

Name: _____

Email: _____

Telephone: _____

Date: _____

Your relationship to Chorus Music Therapy CIC:

- Service User
- Parent / Carer
- School / Partner Organisation
- Volunteer
- Funder
- Member of the Public
- Other (please specify): _____

Details of Complaint (please include dates and relevant information):

Signature: _____