

# ISM Trust

## Complaints policy & procedure

### 1 Introduction

The ISM Trust is committed to delivering and maintaining high standards across all aspects of what we do for anyone who engages with our work.

We value comments and feedback from our stakeholders – including complaints. We learn important lessons from all the feedback we receive. This helps us improve our services.

We have developed this complaints policy and procedure to explain our approach to complaints, and to make it easy for stakeholders to complain about what we do, and to be clear about all the stages in the process.

### 2 COMPLAINTS – Policy

You have a right to expect the highest standards from the ISM Trust. If we do not meet those standards, and you are not satisfied with any part of our services, policies or conduct (including fundraising activities), we want you to tell us.

We will respond to all complaints in a professional, consistent and transparent manner, and aim to resolve them satisfactorily as swiftly as possible.

We will:

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

**What is a complaint?** A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the ISM Trust.

**Who can complain?** If you have engaged with the Trust's activities, or are a donor, a supplier or member of the public with a legitimate interest in the Trust, you have the right to complain.

**How can you complain?** By telephone, by post or by email.

### Confidentiality

We handle all complaint information sensitively, telling only those who need to know and following any relevant data protection requirements.

### Responsibility

Overall responsibility for this policy and its implementation lies with the ISM Trust Board of Trustees

### 3 COMPLAINTS Procedure

If we do not perform to your satisfaction, we want to hear from you. You can make your complaint by telephone, email, or letter by following this procedure:

**Step 1** Address your communication to the Chief Executive of the ISM, who will respond to your complaint.

You can use any of these ways to complain:

1. By telephone: please call 020 7221 3499 and ask for the Chief Executive's Executive Assistant.

2. By post to the Chief Executive, Incorporated Society of Musicians, 4-5 Inverness Mews, London W2 3JQ. Please mark your envelope 'COMPLAINT – addressee only'
3. By email to [complaints@ism.org](mailto:complaints@ism.org)

**Step 2** If you remain dissatisfied with our response to your complaint, please contact the Chief Executive. We will then refer the matter for further investigation.

At each stage of the complaints procedure, we will investigate the complaint thoroughly and objectively. We will respond to you comprehensively in writing within 20 working days of receiving the complaint. If we do not uphold your complaint, we will set out the reasons for this in writing to you.

We will strive to maintain the standards set out in the complaints procedure. However, in the event that we are unable to respond within the timescales we will let you know without delay.

If you remain unhappy with our decision, you may want to get in touch with the Charity Commission. For more guidance on the type of complaints they will deal with, please visit: [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

### **Complaints about fundraising**

The ISM Trust is a member of the Fundraising Regulator and our fundraising team is committed to following the Regulator's Fundraising Code of Practice.

We aim to set the highest standards for our fundraising activity. There may be times when our fundraising falls short of these standards. If this happens we would like to know so we can investigate thoroughly and address anything as quickly as possible.

If you want to complain about our fundraising activity, please send your comments and details of the activity to us within 14 days of the incident or communication you are complaining about. It would help if you are able to send any materials to support your complaint.

We will investigate in accordance with the procedure above. If you remain unhappy with our final decision, you should contact the Fundraising Regulator within two months of the date of your complaint.

For guidance on the Regulator's Complaints process, please visit [www.fundraisingregulator.org.uk/make-a-complaint/complaints/](http://www.fundraisingregulator.org.uk/make-a-complaint/complaints/)

**Telephone** 0300 999 3404

**Email:** [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

**Approved by ISM Trust June 2017**