

Compliments, Comments and Concerns Policy

The trustees of Furness Music Centre welcome all forms of feedback from members of Furness Music Centre and members of the general public. If you have any compliments or comments about what we do or how we do it, or if you wish to raise a concern you should either:

- Speak directly to one of the trustees (an up-to-date list of trustees can be found on our web site)
- Contact us via our web site (go to the 'Contact Us' page and complete the form provided)
- Email us at contact@FurnessMusicCentre.com
- Write to the registered address of the charity which is Furness Music Centre, c/o Peter Fitzpatrick, Dunnerholme Crossing, Kirkby-in-Furness, Cumbria. LA17 7TU.

If you speak directly to one of the trustees, they will seek to address any concerns immediately. They will also gratefully receive any compliments or comments!

If a concern cannot be resolved immediately, either the trustee will document the feedback on the member's behalf, or the member can document the feedback themselves by email, the web site or in writing. Any form of contact will be acknowledged by one of the trustees to indicate that it has been received and that it will be considered at the next trustees' meeting, providing the date of the next meeting to the person providing the feedback.

The Chairman is responsible for ensuring that all feedback is considered appropriately and, as a minimum, is discussed at the next Trustees Meeting. Wherever possible, the trustees will provide an initial response via the Secretary of the meeting within one week of the meeting being held. If the feedback merits further discussion at subsequent trustees' meeting, further updates will be provided via the Secretary of the meeting within one week of each meeting being held.

Where appropriate, the trustees will use the feedback received to improve the service that Furness Music Centre provides to its members and the wider community.

It is sadly the case that some charities are subject to false or vexatious complaints. If the trustees believe a concern raised to be vexatious or without basis, a formal decision to not proceed with the concern will be taken. This will be recorded in the minutes of the meeting that considers the issue raised and the Chairman will write to or email the complainant to inform them that, after careful consideration, no further action will be taken by Furness Music Centre.