

Open Sound Community CIC

Community Interest Company registered in England and Wales, company number 17031590

Complaints Procedure

Version	1.0
Approved by the directors	22 October 2026
Next review	22 October 2027
Contact	info@opensoundcommunity.org.uk

Our commitment

We want to hear when something has gone wrong, so we can put it right and do better. Anyone can make a complaint: participants, parents and carers, partners, venues, funders or members of the public. We handle every complaint fairly and confidentially, and you will not be treated differently for making one.

Safeguarding concerns are different

If you are worried about the safety or wellbeing of a young person or an adult at risk, do not wait for this procedure. Contact our Designated Safeguarding Lead straight away at info@opensoundcommunity.org.uk, or call 999 if someone is in immediate danger. Our Safeguarding Policy explains what happens next.

What you can complain about

- How a session or programme was run
- The behaviour of anyone working or volunteering for us
- Discrimination or unfair treatment
- How we have handled your personal information
- Our administration or communication

Stage 1: talk to us

Many problems can be sorted out quickly. You can raise a concern with the facilitator at a session, or email us. We will try to resolve it within 5 working days.

Stage 2: make a formal complaint

If you are not happy with the outcome, or would rather go straight to a formal complaint, email info@opensoundcommunity.org.uk with:

- Your name and how to contact you
- What happened, when and where
- What you would like us to do

If writing is difficult for you, tell us at a session or ask someone to contact us for you, and we will write it down with you.

We will:

- Acknowledge your complaint within 5 working days
- Look into it fairly, which may include talking to the people involved
- Send you a written response, normally within 14 working days. If we need longer, we will tell you why and when to expect it.

Complaints about a director

If your complaint is about one of our directors, the other director will handle it. If it involves both directors, we will ask an independent person from the local council for voluntary service, or a similar voluntary sector support organisation in the area where we deliver, to review it.

Stage 3: review

If you are still not satisfied, you can ask for a review within 20 working days of our response. A director who was not involved, or an independent person, will review how the complaint was handled and reply within 14 working days. This is our final response.

If you are still unhappy

- For complaints about how we use personal data, you can contact the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.
- If the activity was funded by a grant, you can contact the funder named in our programme information.

Records and learning

We keep a confidential record of every complaint and how it was resolved. The directors review all complaints at each directors' meeting and change how we work where needed.

Approval

Approved by the directors of Open Sound Community CIC on 22 October 2026: Kazim Adebola Ajao and Richard Tandoh.