

# QUERIES, CONCERNS AND COMPLAINTS PROCEDURE

Updated: September 2025

# CONTENTS

1. Queries and concerns .....	1
3. Formal complaints .....	1
4. What happens when we receive a formal complaint? .....	2
5. Complaints made on someone else's behalf .....	2
6. Occasions when we may decide not to respond to a complaint.....	2
7. Responsibilities.....	2
8. Record-keeping .....	3
9. Learning from complaints.....	3

We are committed to providing the best services we can, but we recognise that occasionally things can go wrong.

If you have a query or concern or are not happy with the service you have received, we want to know as soon as possible. This will help us to put things right quickly and to improve.

## 1. Queries and concerns

It is usually best to contact the team member who knows the most about your query or concern. However, if this is not possible or you would prefer to speak to someone else, you can get in touch with our office as follows:

Call us: 020 7739 5444 (see website for opening hours)

Email us: [feedback@drakemusic.org](mailto:feedback@drakemusic.org)

Write to us: Drake Music, RichMix, 35-47 Bethnal Green Road, London E1 6LA

## 2. What happens when you raise a query or concern?

Our team member will listen carefully to your concern and will treat it seriously. They will do what they can to resolve the matter as quickly as possible. This may involve speaking to colleagues or referring to a manager.

If the situation cannot be resolved immediately, we will be as clear as possible with you about what you can expect to happen next, and by when.

## 3. Formal complaints

We will do our best to resolve queries and concerns informally where possible. However, if you remain unhappy with our response, or you feel the matter is sufficiently serious, you should make a formal complaint to us.

You can ask someone to support you with raising a query or making a formal complaint. This could be a family member or friend or a professional adviser.

Your formal complaint should be made in writing and sent for the attention of our Chief Executive Officer:

By email to: [feedback@drakemusic.org](mailto:feedback@drakemusic.org)

By letter to: Drake Music, RichMix, 35-47 Bethnal Green Road, London E1 6LA

You should clearly explain your complaint and the resolution you are seeking. Make sure to include your name and contact details so we can get in touch with you easily.

If your complaint is about our Chief Executive, you should contact our Chair of Trustees. You can do this through our office.

We may treat some situations as formal complaints even if we have not received a written request. For example, if we think a formal investigation and response is required.

#### 4. What happens when we receive a formal complaint?

- We will acknowledge your complaint within 5 working days and will give you the name and contact details of the person who will be dealing with it.
- We will carry out a thorough and impartial investigation; this may include contacting you to clarify matters.
- We will do everything we can to resolve things as quickly as possible.
- We will provide you with a written response within 20 working days of receiving your complaint, informing you of the results of our investigation, or we will write to you explaining why this isn't possible.

#### 5. Complaints made on someone else's behalf

We must have express consent from the person or people concerned before we can share any personal information to a third party.

#### 6. Occasions when we may decide not to respond to a complaint

Examples of when we may decide not to investigate or respond to a complaint are:

- When a complaint is about something that Drake Music has no direct connection with.
- When someone unreasonably pursues a complaint that we have already responded to.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a Drake Music team member.
- When a complaint is incoherent or illegible.
- When a complaint is made anonymously.
- When a complaint is trivial or petty.
- We do not normally consider complaints made more than 12 months after the event or situation that gave rise to it. We will apply this limit sensitively and with flexibility depending on the circumstances, such as the seriousness of the complaint and the practicalities of carrying out an investigation.

Depending on the situation we may respond to explain the situation and reason why we will not be investigating the complaint.

#### 7. Responsibilities

Our Chief Executive Officer is the person responsible for this procedure and for co-ordinating complaints and appointing investigators. Our Chair of

Trustees is the person responsible for co-ordinating complaints involving our Chief Executive Officer.

Our team members are responsible for maintaining high standards of customer care at all times. In responding to queries and complaints this includes:

- Listening carefully to any queries and concerns raised to ensure they are understood.
- Treating queries and concerns raised seriously.
- Taking any actions within the boundaries of their role that they can to resolve queries and concerns promptly, including handing matters to other team members as appropriate.
- If a query or concern cannot be resolved immediately, ensuring the person who has raised it knows what will happen next, and by when.
- Following through with any promises made or actions agreed.
- Directing people to this procedure and advising anyone who remains unhappy that they should make a formal complaint, and how they can do this.
- Following our other policies and procedures; and keeping appropriate records.

## 8. Record-keeping

We will keep records of complaints received, investigations and outcomes. Personal data will be kept in line with our obligations under data protection legislation and our data protection policy.

## 9. Learning from complaints

We treat all comments and complaints as an opportunity to improve. We are happy to acknowledge mistakes we have made, sincerely apologise for them and try to prevent them from happening again.

Approved by trustees: 8<sup>th</sup> September 2025

Review date: September 2027