



community albums

building better communities through music and media

Complaints Policy

Community Albums have a passion for giving people a voice and creating positive change in the lives of individuals and communities. We do this by devising and delivering bespoke projects and programmes for partners who want to use music and media to develop people and give communities a voice.

Our vision is to see communities all over the world using music and media, giving them a voice and building relationships with each other through collaboration. Using music and media technology, we aim to encourage networks of communities across the world to share opinions and collaborate together on shared objectives, enabling them to explore their creative potential and to inspire change.

Community Albums understands that music and media has a far greater value than just entertainment or commercial return. We believe that music and media has the power to empower, inspire, unite, heal and bring about positive change.

At Community Albums' centre are Christians who believe that God is the heartbeat of the charity and His DNA runs through everything it does.

We believe our vision will be achieved by working together with people and organisations of other religious faiths and of none.

Community Albums, and everyone involved in the charity, believe that we should:

- Exist to serve the communities we are involved with
- Respect and value all people from whatever origin, background, political view or faith
- Have a strong moral and ethical code, which has its origins in biblical principles
- Be generous with time and money
- Be concerned with the physical, spiritual and emotional wellbeing of its staff and clients
- Believe that it is better to serve than to be served
- Seek to 'go the extra mile' and treat people in a way that we ourselves would want to be treated

Therefore, Community Albums aims to provide high quality services as outlined above. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, this policy outlines the process through which you can let us know of for any reason you are not satisfied with Community Albums.

If you are not happy with Community Albums' service please tell us by:

1. Speaking to the relevant project manager that you are partnering with. It is often best to tell them directly so that changes can be made to address the situation.
2. Contact our Directors if you are not satisfied with the response of the project manager, or would like to raise the matter more formally:
 - a. For national programme complaints – Simon Hill: simon@communityalbums.com or 07920005194
 - b. For international programme complaints – Rob May: rob@communityalbums.com or 07958372021
3. If you feel steps 2 and 3 are not appropriate, or have a complaint against the Directors, please contact the Chair of the Board of Trustees:
 - a. David Mann: david.Mann@bonnydowns.org or 07720387238

In choosing any option, please ensure that it is stated that a complaint is being made. Community Albums will aim to give an immediate response. This will be followed up by a written response to confirm the action taken within five working days. If we are unable to do this, we will give an initial response within five working days. All written complaints will be logged, alongside the response given.

If after we have responded you are not satisfied, please write again to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with THE ORGANISATION'S services.

Upon receiving a complaint, Community Albums must:

1. Listen with respect to the person making the response
2. Respect the confidentiality of the person making the complaint if requested
3. Inform their line manager of the complaint and the agreed response or suggested action immediately
4. Log the complaint and the response with the Chair of Trustees as soon as possible
5. Ensure that actions and/or resolve are confirmed in writing to the person making the complaint within 5 working days
6. Report any complaints at the next board of trustees, so that they are aware of the complaint and response actions and can consider any further action

Agreed by trustees: 19th January 2023

A handwritten signature in black ink that reads "David Mann". The signature is written in a cursive style with a large, stylized 'D' and 'M'.

David Mann
Chair