

COMPLAINTS POLICY

This policy explains how you can contact PRS Members' Fund (the "**Fund**") with feedback on our activities.

Our aim is to provide assistance to PRS members who are in need financially, physically or emotionally. We work with those members and occasionally with third party organisations, such as Stepchange. Due to the nature of our work, we are often providing support to vulnerable individuals. We're always looking for ways that we can do this work better.

If you're unhappy about anything we've done, please let us know by following the process under 'Complaints' below so that we can try to resolve your concerns.

Complaints

There are three stages to our complaints process.

Stage 1

The first thing we ask you to do is to raise the issue with the person concerned, as this is often the quickest and most effective way to resolve issues.

Stage 2

If you aren't happy with the person's response or if you don't feel comfortable raising it with them, please get in touch with us by:

- emailing us at: fund@prsformusic.com
- write to us at: PRS Members Fund, 1st Floor, Goldings House, 2 Hay's Lane, London SE1 2HB
- calling us on: (0)20 3741 4069

Please address all correspondence to the **General Secretary** and include your full name, contact details and details about your complaint including what it relates to and how you would like to see it resolved.

We will acknowledge your complaint within five working days and will usually provide a full response within ten working days. On occasions, it may not be possible to resolve the matter within this time period and, if we think it will take longer, we will let you know.

We will give you the name and contact details of the person who is managing your complaint, and wherever possible we'll make sure that your complaint is dealt with by someone who is completely independent of the events complained about. However, that may not always be possible due to size of the Fund.

Stage 3

If you aren't happy with the outcome of stage 2, your complaint will be passed to a trustee who will acknowledge your complaint within five working days. They will normally provide a full response within 15 working days but will keep you informed if a full response may take longer.

Again, you will be given the contact details of the trustee who is dealing with your complaint.

Taking your complaint further

If you are still unhappy with our response in stage 3, you have the option of approaching our regulator. The Fund is regulated by the Charity Commission and you can find information about complaining to the Charity Commission on their website at: <https://www.gov.uk/government/organisations/charity-commission>.

If your complaint relates to a data protection issue, the Fund is regulated by the Information Commissioner's Office and you can find more information about complaining to the Information Commissioner's Office on their website at: <https://ico.org.uk>.

Our approach to complaints

We take all complaints seriously and we're committed to resolving complaints in an appropriate, fair and timely way.

We will do our best to resolve your complaint but we cannot guarantee that a particular remedy will be offered. Any remedy offered will depend on our assessment of your complaint and the circumstances surrounding it. You may be offered, for example, an apology or the offer to work with a different member of Fund staff in future.

We may decide to pass a complaint to regulatory or legal authorities (e.g. the Charity Commission or the police) if there is a reasonable basis to suspect that an organisation or individual has acted illegally.

We keep a log all complaints received and provide an annual analysis of complaints to our Trustees. Your information will be handled in accordance with all legal requirements and with our privacy notice, which can be found at <https://www.prsmembersfund.com/privacy-policy/>.

If we receive the same or very similar complaints multiple times from you, or believe we have done all we can to help or that your complaint is vexatious, we will let you know. In these circumstances we will not investigate further and we may decline to provide any further response on the matter. You can of course still contact our regulators to voice your concerns if you receive such a decision from us.

From time to time we may receive complaints that do not relate directly to our work or something that the Fund has done. We will not comment on, or engage in discussion about, issues are unrelated to the Fund's work. If you are unhappy with anything in relation to our partners or any third party organisations we occasionally work with or signpost you to, please contact them directly to raise your concerns.