



Givin' it Laldie Complaints Procedure

Givin' it Laldie aims to provide fun, inclusive, welcoming music experiences that bring people together to build relationships and support improved health and wellbeing. We believe we achieve this most of the time. However, if we are not getting it right please let us know.

In order to ensure our music sessions remain relevant and transformative we have a procedure through which you can express your dissatisfaction with your interaction with the organisation.

Informal Complaint

If you are not happy with a service or an individual at Givin' it Laldie please tell us by contacting the Manager: givin.it.laldie@gmail.com, 07749028424 and explain how we can improve.

We will respond to your complaint in by phone or email within 10 working days. This is because Givin' it Laldie staff work 3 days a week and there might be a delay in receiving your complaint.

If you are unhappy with the Manager, please contact the Board of Trustee representative Heidi Van der Swaagh, heidivdswaagh@gmail.com.

Formal written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the either

Manager: givin.it.laldie@gmail.com or letter posted to Gorbals Parish Church, 1 Errol Gardens, Glasgow G5 0RA

Or

Chair of the Board of Trustees if it involves the manager: Heidi Van der Swaagh, heidivdswaagh@gmail.com

All written complaints will be logged. You will receive a written acknowledgement within 5 working days.

We aim to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write 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.