



## **Code of Practice : Complaints and Disputes Process**

The MMF Code of Practice outlines the core values and professional standards that should underpin a Music Manager and can be used as a framework for accountability. This Complaints and Disputes document sets out a mechanism to investigate any allegations of breach, however it should not be read as a substitute for seeking legal advice where appropriate.

When concerns are raised with the MMF regarding a member in relation to the spirit of MMF Code of Practice then the following process will be followed:

### **Stage One**

The complainant will be asked to put their concerns in writing, via email highlighting where a breach of the MMF Code of Practice may have occurred.

The MMF team will first check if the manager complained about is an MMF member. If the individual is not a member, the MMF will be unable to take formal action but may still be able to contact the manager to understand the situation and potentially exert pressure to resolve the issue. If they are a member we will initially speak to the complainant about the proposed next steps and if they agree try to resolve the issue informally by calling the manager (for example if it's simply outstanding debt it may be quickly resolvable).

The MMF staff team will assess the validity of the concerns raised against the spirit in which the MMF Code of Practice should be deployed and contact all relevant parties noted in the complainant's written statement. If the matter raised is subject to legal process then the MMF shall not be able to adjudicate until this has concluded and a judgement reached.

### **Stage 2**

If not possible to resolve in stage 1 then the MMF member manager will be asked to respond in writing within 21 working days. During this investigative period the MMF member may not resign from the MMF, however if the MMF deem the complaint is of a serious nature, the manager's membership may be suspended.

The MMF staff team (normally CEO and General Manager) within 10 working days will assess all replies and respond to the complainant and the other parties with a view on whether or not a breach of the spirit in which the MMF Code of Practice should be deployed has occurred. Retrospective reported behaviour can be used as evidence.

If no breach of the MMF Code of Practice has occurred then no further action will be taken.

If it appears a breach of the MMF Code of Practice has taken place then relevant parties will be asked to outline the actions they will take to resolve the concerns raised within 30 working days.

At this point the MMF will deem that:

- 1 - the resolution proposed supports the spirit of the MMF's code of practice.
- 2 - the resolution proposed does not support the spirit of the MMF's code of practice and requires further consideration.

### **Stage Three**

If it has not been possible to reach an agreement between the parties involved, the case will be referred within 15 working days to an appeals panel comprising 3 directors of the MMF drawn from the Board who are not connected personally or professionally with either the complainant or defendant.

The MMF will review all available evidence and suggest one of three actions.

- 1 - the proposed actions to resolve the issues raised are in line with the MMF's code of practice.
- 2 - the proposed actions are not in line with the issues raised and further action needs to be taken to meet the MMF's code of practice.
- 3 - It is not possible to resolve the issues raised in line with the MMF's code of practice and the MMF member concerned should be advised that membership of the MMF may be revoked.

Where suspension or termination of membership is the outcome, then following appeal the terms of censure will always be published. If the decision is to warn, admonish or reprimand then an additional vote must be taken as to whether following appeal the terms of the censure will be published. A member may only receive up to 2 warnings, thereafter their membership will be terminated.

Readmission into the MMF is at the sole direction of the MMF and the Board and will be considered on a case by case basis.