

Bury Music Service Complaints Policy for Parents

1. Our Commitment

We aim to provide a high-quality musical experience for all students. We take all concerns seriously and view them as an opportunity to improve our service.

2. What This Policy Covers

This policy applies to complaints regarding our teaching, administration, or general service.

Important: If your concern relates to the safety or welfare of a child, please bypass this process and contact our **Designated Safeguarding Lead** immediately.

3. The Complaint Process

- **Stage 1: Informal Resolution**
Most issues can be resolved quickly by speaking directly with the tutor involved. We encourage parents to raise concerns as soon as they arise so we can address them immediately.
- **Stage 2: Formal Complaint**
If the issue is not resolved informally, or is of a serious nature, please submit a formal complaint in writing using the relevant form (appendix 1). This will include:
 - your contact details and information about your child;
 - details about your concern or complaint;
 - specifically details of what you would like us to investigate;
 - an indication of what you consider to be a fair outcome.
- **Stage 3: Review**
We will acknowledge your formal complaint within **5 working days**. A full investigation will be conducted, and you will receive a written response outlining our findings and any actions taken, usually within **20 working days**.
- **Stage 4: Appeal**
If you are unhappy with the outcome of the formal investigation, you may request an appeal.
 - Requesting an Appeal: You must submit your request in writing within 10 working days of receiving our Stage 3 response, clearly stating why you believe the initial decision was incorrect.
 - The Reviewer: The appeal will be handled by the Head of Service, who not being involved in the original investigation can ensure a fresh and impartial perspective.
 - The Outcome: We will issue a final written decision within 15 working days. This will include a brief outline of the decision, the reasons behind it, and any final remedies offered.

4. Expectations

We ask that all parties remain professional and respectful throughout the process. We will not tolerate aggressive or threatening behaviour. Such behaviour by the complaint could see the closure of the complaint by Bury Music Service.

5. Confidentiality

All complaints will be handled with appropriate confidentiality, though information may need to be shared with staff members involved to reach a resolution.

6. Closure of Complaints

Once the appeal process is complete, we will consider the matter closed. We will stop further correspondence regarding the same issue unless new, significant evidence is provided.