



Signing Off Requirements

Trustee & Founder | Kim Hoefkens-Lee

Date of Review | September 2023

Date of Next Review | September 2024

Policy Statement

Music Workshop welcomes comments and complaints from all members of the school community and the general public.

We use this process to improve services for learners and the broader community in which we exist. Music Workshop is committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes will be made or the service offered will not meet an individual's requirements or expectations.

For these reasons, it is our policy that all complaints should be:

- a) Treated seriously and in an open manner
- b) Acknowledged immediately, preferably in writing
- c) Investigated
- d) Resolved, wherever that is reasonably practicable, within no longer than 12 working weeks
- e) Used as feedback to improve the service which the charity

No complainant bringing a complaint under this procedure will be treated less favourably by any member of staff. If there is evidence to the contrary, the member of staff may be subject to disciplinary proceedings.

Responsibilities

- a) All Staff have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.

b) The Founder has the responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate. The decision made by the founder is final.

How to make a complaint

You can make a complaint in a number of ways: Email: musicworkshopbath@gmail.com Post: Music Workshop 7a Green Park Station, Bath BA1 1JB

Reasonable adjustments

If you require a reasonable adjustment because you are a disabled person and unable to contact us in writing, you can call us on 01225 460656 to discuss your adjustment needs with us.

Actions to Implement and Develop Policy

Stage One

- MW expects complaints to be submitted in writing to the Charity Address or email listed above
- MW usually expects complaints to be made by the person concerned or the student's parent or advocate.
- Anonymous complaints cannot be investigated.
- All comments/complaints submitted in writing will be forwarded to the Founder, who will acknowledge 8 weeks.

Stage two

- The Founder will respond in writing within 12 working weeks or sooner, explaining what has happened as a result of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that our contractors/staff are afforded appropriate dignity at work.
- If the complaint requires further investigation that cannot be carried out within the 12 week period, the Director shall keep the complainant informed and specify a date when a response can be given.
- The Director's decision is final. • The total comments/complaints procedure should be finalised in no more than 12 working weeks unless there are exceptional circumstances, in which case the complainant will be kept informed of progress.

Monitoring & Evaluation 6.1 MW maintains a confidential record of complaints dealt with to feed into the charity's quality improvement processes. MW will maintain a record of all complaints, appeals and outcomes for analysis by the board of Trustees.