Complaints Policy

1. Purpose

Berkshire Music Trust is committed to providing its stakeholders with an excellent service and experience. We aim to maintain excellent standards. We want to inspire students to have a life-long love of music that positively influences all of their future endeavours. We therefore welcome your feedback (positive or developmental) about the service we provide.

We appreciate that occasionally we may not meet your expectations and if you would like to make a complaint, please follow the procedure below in order to ensure we can address your concerns effectively.

2. Scope

This policy may be used by anyone who has a concern or complaint about any aspect of the service provided by Berkshire Music Trust.

3. Policy

Aims and objectives of the complaint policy

- To provide a reasonable complaints procedure which is concise and understandable.
- Aim to try to resolve the complaint by informal means wherever possible.
- To make sure all complaints are investigated fully, fairly, without unnecessary delay and within clearly defined time limits.
- To ensure that complaints are resolved amicably, wherever possible, in order to maintain a good relationship with the customer.
- To collate information regarding the complaint to enable Berkshire Music Trust to review its procedures/policies in order to improvise the service offered in the future.

Who are our customers?

Music Trust' customers include parents, children, schools, the wider music and education community and partners.

How is the complaint received?

A complaint can be received verbally, either in person or over the telephone and also via email or in writing.

Contact details for complaints

Please send complaints via email. Our email address is contact@berksmusictrust.org.uk

If you wish to make a verbal complaint, please do so by telephone on 0118 901 2370 during our office hours, which are as follows (excluding UK public holidays):

Monday to Friday: 9.00am – 5.00pm

Saturday and Sunday: Closed

Handling complaints

A detailed note will be taken of all the relevant details relating to the complaint and will be added as a note on parent/guardian or school's account on our system. The note will include the following information:

- The name and contact details of the complainant.
- Details including date and time of the complaint.
- Desired outcome anticipated.
- Inform the complainant that we have a complaints policy in place.
- Advise the complainant about the next steps, how the complaint will be investigated and how long it will take to resolve.
- Ask the complainant to send a written account of the complaint via email so that we have everything in writing.
- Assure the complainant that matter has been passed on to the appropriate person for their urgent attention

Confidentiality

Confidentiality is crucial. All conversations and correspondence relating to Berkshire Music Trust will be handled with utmost sensitivity and discretion. Complainants have the right to know what use will be made of personal information and, accordingly, personal information will only be shared between staff on a 'need to know' basis.

Resolving complaints

Ideally, we aim to resolve most complaints within a timescale of 5 to 7 working days even if this involves escalating to our Middle Leadership Team. If a full investigation has not yet been completed and a complaint is not resolved within the published timescale then the complainant will be updated about the progress either via phone call or email.

The complaint handler will document the action taken, results and conclusion of the investigations, and whether the complainant is satisfied or wants to escalate further. They will update the records on the system by adding all the evidence (emails and documents) to the complainant's account on our system.

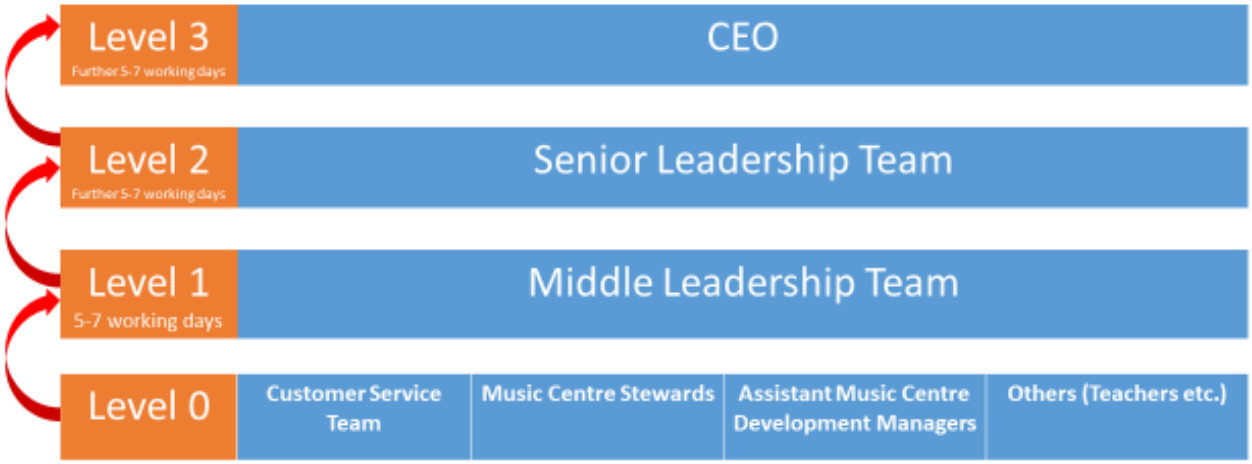
Equal rights and accompaniments

Appropriate steps will be taken to ensure that all individuals have an equal opportunity to raise their concerns or submit a formal complaint. This includes the right to be accompanied or represented by a friend or relative at discussions and hearings and/or to submit formal complaints that have been written by another individual on their behalf. Berkshire Music Trust will ensure that equal respect will be granted to each person involved within the process and that diversity will be respected and understood.

Options for further escalation if needed

If the customer is dissatisfied with the response they have been given and would like to take their complaint further then the complaint can be escalated to the Senior Leadership Team (SLT) and this will be resolved within a further 5-7 working days. Upon receiving a formally submitted complaint at this stage, the Senior Leadership Team (SLT) will deal with it appropriately. Complaints only rarely reach this formal level. If the issue is still not resolved, it will be escalated to the CEO to respond to within a further 5-7 working days. Almost all of the complaints are resolved at this stage and no further escalation to the CEO should be needed.

Escalation Path



Closing of the complaint

The complaint will be closed with an explanation of the steps taken to resolution and recorded in our Complaints Register for review by SLT to learn from issues and take corrective actions.

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