



XYZ MUSIC ACADEMY LTD

Complaints Policy

Policy Version: 1.0

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Review Date: June 2027

Approved By: Managing Director

Policy Owner: Duncan Lee, Managing Director

1. Purpose

XYZ Music Academy Ltd is committed to providing high-quality music education, workshops, alternative provision, and support services to all students, parents, schools, staff, and stakeholders.

We recognise that concerns or complaints may occasionally arise. We view complaints as an opportunity to improve our services and strengthen relationships with our students, families, schools, and partners.

This policy outlines a fair, transparent, and timely process for raising and resolving complaints.

2. Scope

This policy applies to:

- Students
- Parents and carers
- Schools and educational settings
- Staff members
- Contractors and tutors
- Visitors
- External stakeholders

This policy covers complaints relating to:

- Teaching and learning
- Tutor conduct
- Customer service
- Communication
- Administration
- Safeguarding concerns
- School provision
- Alternative provision services
- Facilities and equipment
- Policies and procedures
- Any service provided by XYZ Music Academy

3. Principles

XYZ Music Academy aims to ensure that all complaints are:

- Taken seriously
- Investigated fairly
- Handled confidentially where appropriate
- Resolved promptly
- Recorded accurately
- Used to improve service quality

No individual will be treated unfairly for raising a genuine concern or complaint.

4. Difference Between a Concern and a Complaint

Concern

A concern is an issue that can usually be resolved quickly through discussion.

Examples:

- Lesson scheduling issues
- Communication misunderstandings
- Minor administrative errors

Complaint

A complaint is a formal expression of dissatisfaction regarding services, conduct, or decisions where informal resolution has not been successful or appropriate.

5. Informal Resolution Stage

Where possible, concerns should first be raised informally.

The complainant should contact:

- The relevant tutor
- A member of the administration team
- The Operations Team
- The Managing Director

Most concerns can be resolved through discussion and clarification.

XYZ Music Academy aims to respond to informal concerns within **5 working days**.

6. Formal Complaint Procedure

If the issue cannot be resolved informally, a formal complaint may be submitted.

Complaints should be made in writing and include:

- Name and contact details
- Details of the complaint
- Relevant dates and times
- Names of individuals involved
- Any supporting evidence
- Desired outcome

Complaints should be sent to:

Managing Director

XYZ Music Academy Ltd

Email: duncan@xyzmusicacademy.com

7. Complaint Investigation Process

Upon receiving a formal complaint:

Stage 1 – Acknowledgement

XYZ Music Academy will:

- Acknowledge receipt within 5 working days
- Confirm who will investigate the matter

Stage 2 – Investigation

The investigator may:

- Review documents and records
- Interview relevant parties
- Gather witness statements
- Review policies and procedures
- Consider safeguarding requirements where applicable

All parties will be given an opportunity to provide information relevant to the complaint.

Stage 3 – Outcome

A written response will normally be issued within **20 working days** of receiving the complaint.

Where additional time is required, the complainant will be informed of the reasons and provided with an updated timescale.

8. Possible Outcomes

Following investigation, XYZ Music Academy may:

- Uphold the complaint
- Partially uphold the complaint
- Not uphold the complaint

Actions may include:

- An apology
- Additional training
- Review of procedures
- Corrective action
- Service improvements
- Disciplinary action (where appropriate)

Details of staff disciplinary action may remain confidential.

9. Appeals

If the complainant remains dissatisfied, they may submit an appeal within **10 working days** of receiving the outcome.

The appeal must clearly explain:

- Why the decision is being challenged
- Any additional evidence available

The appeal will be reviewed by a senior manager or director not directly involved in the original investigation where possible.

A final response will normally be issued within **20 working days**.

The outcome of the appeal will be considered final.

10. Safeguarding Complaints

Any complaint involving:

- Child protection
- Safeguarding concerns
- Allegations against staff
- Allegations against volunteers
- Allegations against contractors

will be managed in accordance with XYZ Music Academy's Safeguarding and Child Protection Policy.

Safeguarding concerns may be referred immediately to:

- The Designated Safeguarding Lead (DSL)
- Local Authority Children's Services
- The Police
- Other relevant agencies

Where necessary, safeguarding procedures will take precedence over this complaints process.

11. Complaints About the Managing Director

Complaints concerning the Managing Director should be submitted in writing to:

A Director of XYZ Music Academy Ltd

Michael Lee: michael@xyzmusicacademy.com

The complaint will be investigated independently where appropriate.

12. Anonymous Complaints

Anonymous complaints will be considered at the discretion of XYZ Music Academy.

Factors considered will include:

- Seriousness of the allegation
 - Credibility of information provided
 - Availability of evidence
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13. Vexatious or Unreasonable Complaints

XYZ Music Academy is committed to handling all complaints fairly.

However, the Academy reserves the right to limit correspondence where complaints are:

- Malicious
- Abusive
- Repetitive
- Harassing
- Unreasonable in nature

Any such decision will be made by senior management and documented appropriately.

14. Record Keeping

The Academy will maintain a confidential complaints log containing:

- Date received
- Nature of complaint
- Investigation actions
- Outcome
- Date closed

Records will be retained in accordance with data protection legislation and the Academy's Data Retention Policy.

15. Confidentiality and Data Protection

All complaints will be handled in accordance with:

- The UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018

Information will only be shared with individuals directly involved in investigating or resolving the complaint.

16. Monitoring and Review

The Managing Director will review complaints annually to identify:

- Trends
- Areas for improvement
- Training requirements
- Service enhancements

This policy will be reviewed annually or sooner if legislation or operational requirements change.

Contact Details

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