

# Salisbury Area Music Co-operative Complaints Procedure

## 1. INTRODUCTION

- 1.1 Salisbury Area Music Co-operative ('the Co-operative') is committed to providing the highest standards of service. In order to improve the quality of service provided, customers (school and parents), are encouraged to address any concerns to the relevant Teacher-member or the Co-operative office.

## 2. WHAT IS A COMPLAINT?

*"A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Co-operative, its employees or Teacher-members, affecting an individual customer or groups of customers."*

- 2.1 This definition is sufficiently broad to cover most complaints such as:

- dissatisfaction with administration
- delays in responding to service requests
- failure to achieve standards of service
- failure to fulfil statutory responsibilities
- employees' or Teacher-members' behaviour or attitude.

- 2.2 All complaints will be recorded and monitored by the Designated Person (Matthew Hind).

## 3. ON RECEIVING A COMPLAINT

- 3.1 Should either a parent or school wish to make a complaint about a Teacher-member they are encouraged to use the following procedure:

### **Stage 1:**

Complaints should be addressed to the Designated Person who will investigate the matter within 7 working days. Efforts will always be made to resolve issues by the Teacher-member and school/parent having a discussion by phone or meeting face to face. The Designated Person will communicate the outcome to the person making the complaint.

### **Stage 2:**

If the matter remains unresolved, the school or parent may write to the Chairman. The Chairman or another member of the Board of Directors will investigate the matter, taking appropriate action in accordance with the Co-operative's Code of Professional Practice and Teacher Membership Agreement. The complainant will be informed of the outcome.