



7.4 Consumer Protection Policy

Policy Number	7.4
Policy Name	Consumer Protection Policy
Applicability	All HR Ltd Staff
Contact Person	Chrissy Moog
Policy status	Approved
Date of approval	25th January 2019
Date last amended	N/A
Date of next review	29 May 2019
Related policies	7.1 Learner Complaints Procedure 7.3 Customer Complaint Policy 49.0 Learner Appeals Procedure

Overview

Higher Rhythm is fully compliant with consumer protection law and at this point in time we charge individuals and organisations for the following services, across our whole organisation's range of activities:

- Recording Studio Services
- Advertising
- Courses
- Certificates (where course fees are waived or externally funded)

In relation to the above, we take the following approaches to assure customer satisfaction and protection:

Recording Studio Services

The client is fully involved in the process of producing a recording and can influence the process towards achieving a finished recorded product as a performer, and also by making suggestions to the engineer at mix-down. When a recorded product is completed to the customer's satisfaction, this constitutes 'sign off' and any additional studio time required to make further amendments is chargeable. Where a day or package rate is quoted and accepted by the customer, any additional time over the set number of hours / days appropriate to that agreement is also chargeable.

Advertising

The client is fully involved in the process of producing an advert, including script sign off and agreeing the finished creative in the case of radio adverts, and can influence the process at any time within the process towards achieving the finished product. When advertising content, media or creative product is completed to the customer's satisfaction, 'sign off' will be requested and any further amendments, which involve revisiting signed off stages, are chargeable. Where an advertising package rate is quoted and accepted by the customer, any additional requirements which result in exceeding the set number of opportunities to see / hear will also be chargeable.

Courses

We outline the content, structure and expected outcomes of any course to every participant before it commences, operating an EOI >APPLICATION >INTERVIEW > INDUCTION > PROGRAMME approach, whereby the INTERVIEW stage provides the opportunity to outline the details of a course, and for the customer / learner to be able to make a well-informed decision about enrolling on the course, in receipt of all necessary information.

The INDUCTION marks the start of a contract between Higher Rhythm and the learner / customer where expectations of both sides are detailed. Specifically, before offering a place, we will make clear:

- The course content and structure (although we reserve the right to make reasonable changes to course content in line with such things as laws, regulations or relevant industry trends and shifts which may occur mid-course, and where we view these changes necessary, whereupon we will issue information to the learner / customer about the changes in a reasonable time frame)
- The total costs of the course including tuition fees (and any additional costs associated with course delivery)
- Our terms and conditions, including any rules and regulations that learners / customers are bound by
- Any changes since the learner applied
- Complaints handling and cancellation rights.

Certificates

Where course fees are waived or externally funded, we may make a charge for course certificates. Full time workers may be eligible to pay the full cost of a certificate, and we operate discounted rates for some certificates, to unwaged learners. In all cases, certificates will be issued as soon as possible following the nearest moderation date after the end of a course. Collection in person is preferred but we may also mail certificates out.

How consumer law applies to our terms and conditions

We make every effort to assure that our terms and conditions, and any rules and regulations, are clear and transparent. If for any reason a learner / customer requires further clarification, upon request, we will provide any appropriate information available to us in order to attempt to provide clarity. Policies relevant to being a learning / student at Higher Rhythm (including FE and HE) are available on our website at <https://www.higherrhythm.co.uk/public-policies/> in order to make our policies / terms and conditions clear to anyone before they engage with our services.

We aim to strike a fair balance between our rights and obligations and those of our learners / customers. If a learner / customer believes that any of our practices or policies are unfair, or, could simply be improved, a complaint can be made using our complaints procedure (our customer complaints policy is displayed in reception area and a copy of which can also be obtained from reception office) or, in the case of suggested improvements, a suggestion / feedback box is also displayed in reception.

Our Learner Complaints Procedure, details how to raise a complaint as a learner and is available via our website at the same URL as above, or a copy can be requested from reception office. We maintain a Student Protection Plan, which details further practices and procedures around what HE learners can expect from us. We also refer HE learners to the following resource, which fully details rights as a student:

<https://www.gov.uk/government/publications/higher-education-guide-to-consumer-rights-for-students>

How consumer law applies to our complaint handling processes and practices

We make every effort to assure that our complaint handling processes and practices are clear and transparent. If for any reason a learner / customer requires further clarification, upon request, we will provide any further information available to us in order to attempt to provide clarity. Policies relevant to being a learning / student at Higher Rhythm (including FE and HE) are also available on our website at <https://www.higherrhythm.co.uk/public-policies/>

We will inform all FE and HE learners about our processes, including any right to escalate internally and to an external complaint scheme such as the Office of Independent Adjudicator.

Our staff, are aware of, have specific knowledge of and follow our complaint handling processes and practices so can provide initial guidance on how to approach complaints.

Signed: 

Steven Mundin / Senior Manager

Dated : 25th January 2019