



7.3 Customer Complaint Policy and Procedure

Policy Number	7.3
Policy Name	Customer Complaint Policy and Procedure
Applicability	All HR Ltd Staff
Contact Person	Chrissy Moog
Policy status	Approved
Date of approval	21st January 2019
Date last amended	N/A
Date of next review	29 May 2019
Related policies	7.0 Grievance Policy 7.1 Learner Complaints Procedure 7.4 Consumer Protection Policy 49.0 Learner Appeals Procedure

Our Mission

To raise aspiration and develop new opportunity by providing music, media and creative experiences, that nurture participation from people from a wide range of ages and backgrounds; offering professional development, training and support for individuals and organisations, and promoting inclusion for people and communities least engaged.

Purpose of this Policy

To ensure matters of concern about the Organisation are brought to the attention of the organisation managers and to enable the efficient investigation of these concerns.

To ensure handling of all customer complaints is consistent through providing an open and transparent process.

To ensure the resolution of customer complaints with a fairness and equity and within an agreed reasonable timescale.

To acknowledge that some complaints may be resolved informally, whilst others will require thorough investigation which may also involve other teams / appropriate staff members.

To ensure that complaints are investigated fairly and consistently.

To support the organisation's ambition to achieve continuous customer service improvements as part of our Quality Improvement Strategies.

Scope of this Policy

This policy applies to all aspects of the Organisation's practice, including all forms of teaching, learning and assessment.

This policy is open to all students within the Organisation, employers, sub-contracted providers, other stakeholders and members of the public.

In addition to collecting feedback through utilising this policy, feedback will also be collated from the student cohort via online forums, meetings / focus groups and structured feedback opportunities built into all learning programmes.

Responsibilities

Complaints are categorised by the following response levels:

- Level 1 – initial formal response from the Quality Manager
- Level 2 – investigation by appropriate staff required
- Level 3 – a serious complaint fully investigated by the Senior Manager.

Final responsibility or processing all formal complaints rests with Senior Manager.

The Senior Manager is responsible for ensuring that all complaints are responded to within the agreed timescales and also in accordance with Complaint Procedures.

The Senior Manager will monitor and review adherence to timescales when resolving complaints.

Analysis of complaints will be included in the ISO 9001 quality system record.

The Media Services Manager will review complaints received through social media and if necessary, refer these complaints to the Quality Manager.

Monitoring, Review and Dissemination

This policy will be reviewed annually as part of the ISO 9001 quality system policies review.

The monitoring process will also consider changes necessary to support changes in legislation.

Adherence to this policy will be monitored through the Organisation's reporting systems.

This policy will be disseminated to students and staff as part of the induction process.

Access to the policy is via the organisation's website at:

<https://www.higherrhythm.co.uk/public-policies/>

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Complaints through social media will be monitored weekly basis by the Administrative Officer

Policy

All complaints will be processed under this policy and in accordance with the Learner Complaints Procedure.

All complaints will be handled sensitively and with the due level of confidentiality for all involved.

Any person named in a complaint will be informed of the content of the feedback at an appropriate point and if required will have the right to reply as part of the investigation.

Detailed information contained within the complaint will be made available only to those involved in its resolution.

Any person who makes a complaint, will not be treated less favourably by anyone at the Organisation and if evidence to the contrary is found, students or staff may be subject to disciplinary proceedings.

It is expected that, except in exceptional and fully documented circumstances, anyone who wishes to make a complaint will do this within one calendar month of the incident which is the cause for the complaint.

Where there is no clear evidence to support the complaint the Quality Manager may contact the student in the first instance for additional information in order to support an investigation.

All complaints will be investigated thoroughly and fairly, and information will be used to improve the organisation's services.

If the complaints are of a criminal nature, the matter will be immediately referred to the board, who may, inform the police.

The Senior Manager will be kept informed of all complaints received concerning student welfare.

Complaints relating to Safeguarding will be passed immediately to the Designated Safeguarding Officer for investigation.

The Organisation reserves the right to divulge details of actions taken to resolve complaints.

How to make a complaint

If you are not happy about a service it is usually best to let the staff member who is providing the service know directly, either by telephone, letter, email, or in person. This may be the studio engineer or your tutor, for example. If you don't know whom to contact or if the complaint is about that key staff member and you feel uncomfortable raising this issue with them directly, you can write directly to:

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The Senior Manager
Higher Rhythm Ltd
53 – 57 Nether Hall Road
Doncaster
DN1 2PG

If you prefer, you can also use Social Media to raise an issue, but we encourage you to use the private messaging function rather than publicly viewable comments to ensure that we see the message.

We will log your complaint and make sure that it is assigned to the most appropriate person. You will be sent a response in the same medium you submitted your complaint in, or if submitted verbally, by letter or email, confirming that the complaint has been received and telling you the name of the person dealing with your complaint.

If you are not satisfied with the outcome

If you are not satisfied with an outcome of a complaint, let us know again, and the matter will immediately be escalated to Senior Manager who may also work alongside the Board / Management Committee to investigate the complaint.

Signed:



Signed: Steven Mundin / Senior Manager

Dated : 21st January 2019