

Complaints Procedure

We want everyone who learns with us, and everyone we work with, to have a good experience. If something has gone wrong, please tell us so that we can put it right and stop it happening again.

You can complain about anything to do with our service. Parents and carers can make a complaint on behalf of a learner. You do not need to use any special wording, and it is free.

How to make a complaint

Often the quickest way to sort things out is to speak to the person you are dealing with, so that it can be resolved on the spot. They will pass your complaint on so that it is recorded and reviewed.

You can also contact us in writing using the details below. If you complain verbally, we may ask you to put your complaint in writing so that we can look into it fully.

What happens next

- We will confirm that we have received your written complaint within 5 working days.
- We will send you a written response within 10 working days.
- If we need to investigate further, we will respond within 20 working days.
- If there is any delay, we will tell you why and give you a new timescale.

We will keep your complaint as confidential as possible and only share it with those who need to know.

If you are not happy with our response

You can ask the Director to review your complaint. Please write to us within 20 working days of receiving our response, explaining why you are not satisfied. The Director will look at your complaint again and will normally reply in writing within 20 working days. This is the final stage of our complaints process.

If we cannot resolve your complaint, we will tell you this in writing and, where the law requires it, give you details of an alternative dispute resolution (ADR) provider and say whether we agree to use it. This procedure does not affect your legal rights.

Concerns about a child's safety

If your concern is about the safety or welfare of a child or vulnerable adult, please contact us straight away. It will be dealt with under our Safeguarding Policy rather than this procedure. If someone is in immediate danger, call 999.

Complaints about personal information

If your complaint is about how we use your personal information, please see our Data Protection: Requests and Complaints information.

How to contact us

Email: contact@themusicworks.uk

Phone: 01483 516060

The Music Works is a trading name of Orpheus Music Ltd, company number 11674267.