



MACCLESFIELD  
MUSIC CENTRE

# **MMC Complaints Policy and Procedures**

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**Created March 2021  
Approved on 4.11.2021  
Next Review due June 2022**

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## Policy Statement

Macclesfield Music Centre (MMC) prides itself on the quality of the teaching and pastoral care provided. It also places a high value on inter-personal relationships and would wish to settle any differences as amicably as possible. However, anyone who has a complaint can expect it to be treated in accordance with this procedure

## Who can complain?

Members, parents, tutors or members of the public who feel that they have reason to complain are encouraged to do so and may take their complaint to a member of the Business Committee

Chair:	Ruth Bardsley 07851 586666 <a href="mailto:ruth.bardsley@maccmusiccentre.org.uk">ruth.bardsley@maccmusiccentre.org.uk</a>
Business Manager:	Deirdre Groombridge, <a href="mailto:deirdre.groombridge@maccmusiccentre.org.uk">deirdre.groombridge@maccmusiccentre.org.uk</a>
Musical Director:	Angela Aiken 07754 305543 <a href="mailto:angela.aiken@maccmusiccentre.org.uk">angela.aiken@maccmusiccentre.org.uk</a>

## Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally. Any informal complaint should be dealt with by dialogue and followed up in writing only if it is considered to be helpful to ease the concerns of the complainant. Concerns expressed by a young person should be followed up with their parents/guardians. A written complaint should receive a reply within one week even if that is a holding reply. Such a response must indicate how long a full response will take.

## Formal Resolution

If there is still concern that the complaint has not been resolved please contact:

Chair of Trustees:	Jenny Thorpe <a href="mailto:jennythorpe52@gmail.com">jennythorpe52@gmail.com</a>
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The Chair will notify all the Trustees of the concern raised.

In most cases, the Chair will speak to the complainant within two working days of receiving the complaint to discuss the matter, if possible, a resolution will be reached at this stage. It may be necessary for the Chair to carry out further investigations or call an extraordinary meeting of the Trustees. A written record will be kept of all meetings and interviews held in relation to the complaint. Once the Chair is satisfied that all of the relevant facts have been established, a decision will be made and the complainant informed in writing. The Chair will also give reasons for the decision and will inform all the Trustees and the Chair of the Business Committee of the outcome of the consideration.

If the Chair of Trustees, with the support of the Trustees, is unable to resolve the person's complaint, then the individual has the right to take the matter up with the Charity Commission:

<https://www.gov.uk/complain-about-charity>

## Further Information

If this procedure is used, it is assumed that any personal information received can be used for purposes connected with this complaint. Personal information may also be passed on to other people and organisations if required by law or if permission has been given.

## Supporting Documents

- Safeguarding Policy
- Data Protection and Retention Policy