Complaints Policy

Reviewed August 2021

Purpose of the Policy

Gloucestershire Academy of Music (GAM) is an organisation committed to learning and development: we welcome all feedback and always endeavour to improve our services.

Detailed Policy Statement

We are committed to providing our clients with quality services in the most effective and efficient way possible. However, we realise that, even in the best-run organisations, there may be times when things go wrong and customers may not be happy with the service that they have received.

If this happens, or a client feels that the services provided by us are generally not as they should be, then we will do all we can to investigate and solve the problem as quickly as possible.

To help clients make a comment or complaint in the most effective way and to the right person a simple procedure has been set up.

- If you wish to discuss a concern or are not happy with any aspect of GAM's service/s, please contact the Executive Director by telephone on 01452-668592 or via e-mail to kirsty@glosacadmusic.org

- If you wish to make a formal complaint, please write to the Executive Director by e-mail (kirsty@glosacadmusic.org), or post (Gloucestershire Academy of Music, Barbican House, Barbican Road, Gloucester GL1 2JF).

The Executive Director, or a designated senior member of staff or board member, will respond to your comment or complaint within 5 working days or, if he / she is not able to do so, will give you a deadline for response within 5 working days.

If you are not happy with the response and actions related to your complaint or comment, you can contact the Chair of GAM, Viv Hargreaves.

Definitions

We define a complaint as: an expression of dissatisfaction about an aspect of the service that a person/organisation has received from GAM.

The term 'client' includes:

- individual members of music course/s and/or their parents/carers
- organisations / funders / investors who have contracted our services
- partner organisations working to deliver aims alongside GAM.