

Trafford Music Service

3 December 2020

General Trafford Council Complaints

We are committed to providing the best possible standard of service. However, we realise that sometimes things can go wrong and that is the time you want to be able to contact us to put things right.

Most concerns or problems can be resolved informally by contacting the service in question. If you are still unhappy, a formal complaint can be made.

How to complain

You can make your complaint:

- [Online](#) - this is the quickest way for us to receive your complaint and direct it to the correct department
- By emailing righttocomplain@trafford.gov.uk or direct to Trafford Music Service to music.service@trafford.gov.uk or email the Head of Service Ruth.okeefe@trafford.gov.uk
- By calling a customer service adviser on 0161 912 1137 or direct to music service on 0161 911 8659
- In person at any Council office or Trafford library or to Music Service at Claremont Centre, Claremont Road, Sale M33 7 DZ
- By writing to The Corporate Complaints Team, Trafford Council, Waterside House, Sale, M33 7ZF, or direct to music service at Claremont Centre, Claremont Road, Sale M33 7DZ

How long will it take to receive an acknowledgement to my complaint?

We aim to acknowledge your complaint within 3 working days of it being received. If you make a complaint to the Council online you will receive an immediate acknowledgement, to The Music Service you will receive an acknowledgement within 1 working day.

How long will it take to receive a response to my complaint?

You should receive a response within 20 working days of receiving your acknowledgement. If there are any delays we will contact you with updates on the progress of our investigations.

What happens next?

There are 2 stages to the complaints procedure.

Stage 1

- We aim to address your complaint at this first point of contact
- If it is not possible to resolve your complaint at stage 1 your complaint will be progressed to the next stage.

Stage 2

- Your complaint will be acknowledged within 3 working days and directed to the relevant service to investigate.
- You should receive a response within 20 working days of receiving your acknowledgment.
- In some cases where your complaint is complex the response time may need to be extended but you will be kept fully informed of progress.

What should I do if I am not happy with the response?

If you are not satisfied with the Council response the Ombudsman may be able to help. You can complain to the Ombudsman at any time but your complaint is not likely to be considered if you have not been through the Council complaints process.

The Ombudsman can be contacted in the following ways:

- [Website](#)
- Post: The Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH
- Phone: 0300 061 0614
- Fax: 024 7682 0001

Aim

The aim of this policy and accompanying procedure is to achieve a fair, effective and speedy resolution of parental/carer concerns about the education and/or the welfare of individual pupils in the care of the school.

Availability of the Complaints Policy and Procedure

This policy and procedure is available on request to pupils, parents / carers and prospective pupils of the school. While pupils may, themselves, raise concerns and complaints under this policy and procedure, the school will involve parents/cares should this occur.

Copies of the Complaints Policy are available from:

The Head of Service

Ruth O'Keefe

Trafford Music

Service

Claremont Centre

Claremont Road

Sale

M33 7DZ

A copy of this Complaints Policy is also available from the Claremont Centre and on the Music Service website – www.traffordmusicservice.co.uk

Outline

This policy and procedure is for the benefit of pupils and parents/carers of pupils at the Music Service. This policy and procedure will be relied upon for all complaints by parents/carers and pupils made against the school **except with regard to:**

(a) **Child Protection allegations** where a separate policy and procedure applies; and

The Music Service expects that most concerns can be resolved informally and will use its best endeavours to resolve any complaints that are made informally or any concerns that are raised on that basis.

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Every complaint shall receive fair and proper consideration and a timely response.

The school will do all it can to resolve all concerns, to ensure parents/carers are happy with the education that their children receive at this school.

Parents / carers can be assured that all complaints and expressions of concern, whether raised informally or formally, will be treated seriously and confidentially.

Complaints Procedure

The Music Service complaints procedure will:

- Encourage resolution of problems by informal means wherever possible
- Be easy to obtain and clearly publicised
- Be simple to understand and use
- Be impartial
- Be non-adversarial
- Allow swift handling with clear time-limits for action and keeping people informed of the progress
- Ensure a full and fair investigation by an independent person where necessary
- Respect people's desire for confidentiality
- Address all the points at issue and provide an effective response and appropriate redress, where necessary
- The Music Service will be clear about the difference between a concern and a complaint. We will take concerns seriously at the earliest stage to reduce the numbers that develop into complaints.



**Enriching lives,
inspiring a love of music for all.**