

Green Room Place (GRP) Complaints Policy

Updated & Approved by Company Directors and Qualified Pastoral Staff on January 27th, 2025.

1. Introduction

At Green Room Place Ltd., we are committed to providing a safe, supportive, and positive learning environment for all participants of our courses, including **Green Room Music Theory** and **Green Room Piano Festival**. We value the feedback of our students, parents, and staff and are committed to addressing any concerns or complaints promptly and fairly.

This policy outlines the process for handling complaints and ensuring that issues are dealt with in an effective and respectful manner.

2. Scope of the Policy

This policy applies to all participants (students, parents, and guardians), staff, and any other individuals involved with Green Room Place Ltd. It covers complaints related to:

- Course content and delivery
- Staff behaviour and professionalism
- Safeguarding concerns (in accordance with our Safeguarding Policy)
- Health and safety concerns
- Facilities and resources
- Any other issues affecting the student experience

3. Aims of the Policy

- To ensure that all complaints are dealt with fairly and promptly.
- To provide a clear, accessible, and transparent process for addressing complaints.
- To maintain high standards of conduct and professionalism within Green Room Place Ltd.
- To offer resolution in a way that is both constructive and respectful of all parties involved.

4. Complaints Procedure

If you wish to make a complaint, please follow the steps outlined below:

Step 1: Informal Resolution

Where possible, we encourage you to attempt an informal resolution by first contacting the **Course Director** via email. The Course Director will assist in resolving the issue quickly and effectively by discussing it directly with the relevant staff or making necessary adjustments.

- **Who to contact:** For all complaints, please contact the **Course Director** via email. Contact details for the Course Director will be provided to you prior to your attendance on the course. Alternatively, you can always reach us via our general email: **info@greenroomplace.com**.

Step 2: Formal Complaint

If the issue is not resolved informally or you are not satisfied with the outcome, you may submit a formal complaint via email.

- **How to submit a formal complaint:** You can submit a formal complaint in writing via email to the **Course Director**. The written complaint should include the following information:
 - Your full name and contact details
 - The course or event related to the complaint
 - A clear description of the issue
 - Any steps already taken to resolve the issue
 - The outcome you are seeking
 - General email: **info@greenroomplace.com**

Step 3: Acknowledgement

We aim to acknowledge receipt of your formal complaint within 5 working days. In our acknowledgment, we will provide an outline of the process and expected timescale for resolution.

Step 4: Investigation and Resolution

Once the complaint is received, the Course Director will conduct a thorough investigation, which may include speaking with relevant staff, students, or parents, and reviewing any documentation related to the complaint. The investigation will be conducted in a fair and impartial manner.

We will aim to resolve the complaint within 20 working days of receiving the formal complaint. If we are unable to provide a resolution within this timeframe, we will notify you and provide an updated timeframe for resolution.

Step 5: Outcome

Once the investigation is complete, we will write to you with the outcome of the complaint, including:

- A summary of the findings

- The action (if any) that will be taken as a result of the complaint
- Any recommendations or improvements that will be made

If you are not satisfied with the outcome of the complaint, you may appeal the decision. The appeal must be submitted within 10 working days of receiving the outcome. An independent member of the management team will review the appeal and any additional information provided, and a final decision will be made.

5. Safeguarding and Welfare Concerns

Green Room Place Ltd. takes safeguarding very seriously. If your complaint concerns a safeguarding issue or child protection matter, we encourage you to report it immediately to our **Nominated Child Safeguarding Officer (NCSO)**, who will address the concern in line with our **Safeguarding Policy**.

Any safeguarding concern raised will be treated as a priority and in accordance with the relevant legislation, including the **Children Act 1989** and **Working Together to Safeguard Children (2018)**.

6. Whistleblowing

If you believe that any wrongdoing, including matters of child safeguarding, harassment, or unethical behaviour, is not being properly addressed, we encourage you to use our **Whistleblowing Policy**. You can find the full policy on our website, or contact the designated **Whistleblowing Officer** for further guidance.

7. Monitoring and Review

This complaints policy will be regularly reviewed to ensure its effectiveness and to ensure that it complies with any changes in UK law or relevant guidelines. We also welcome feedback from participants and parents about how our complaints process can be improved.

8. Confidentiality

All complaints will be handled in the strictest confidence. However, where necessary (for example, in cases involving legal matters or safeguarding issues), information may need to be shared with the appropriate authorities.

9. Legal Framework

This policy has been developed in accordance with relevant UK law, including:

- **Children Act 1989**
- **Equality Act 2010**
- **Data Protection Act 2018**
- **Working Together to Safeguard Children (2018)**