



## Bromley Youth Music Trust

# Complaints Procedure

**April 2018 Edition**

**To be reviewed: April 2019**

Bromley Youth Music Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Bromley Youth Music Trust is committed to valuing and celebrating diversity and promoting equality of opportunity for all its staff and students. We are working to create a learning and working environment which is free from prejudice, discrimination, intimidation and all forms of harassment including bullying. Respect for rights is at the heart of our planning, policies, practice and ethos and we expect all members of our community to model this in their behaviour and relationships

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## 1 Introduction

BYMT aims to provide the best service possible but sometimes things go wrong. If they do, please tell us about it and we will try to rectify the situation as quickly as possible. It is in everyone's interest that complaints are resolved at the earliest possible stage.

### Stage 1

BYMT has appointed Sue Brown, Deputy Principal as Complaints Co-ordinator.

A complaint may be made

- in person or in writing,
- via BYMT website: <http://www.bymt.co.uk/contact-us.cfm>
- or E: <mailto:sue@bymt.co.uk?subject=Complaint>

Your complaint will be acknowledged within 3 working days. The Head of Department concerned will investigate the complaint and all stakeholders informed. You should expect a reply within 20 working days. If the issue is more complicated it may take longer, but we will let you know if we need more time to investigate and respond.

If you feel that you would have difficulty discussing your complaint with a particular member of staff this will be respected and your case will be referred to another staff member. Similarly, if the member of staff feels too compromised to deal with a complaint, you may be referred to a different staff member.

### Stage 2

We can usually resolve complaints at Stage 1, but in the unfortunate event that you remain dissatisfied with BYMT's response, Simon Sundermann, Deputy Principal will investigate the complaint, review all the information and discuss the findings together with any recommendations with you.

### Stage 3

If you are still dissatisfied you should write to BYMT Principal/Chair of Personnel Committee who will convene a Complaints Appeal Panel. The Panel can be drawn from the nominated members and may consist of three or five Trustees.

The Trustees' appeal hearing is the last stage of the complaints process, and is not convened merely to rubber stamp previous decisions.

The Chair of the Panel should ensure that both the complainant and the Principal are notified of the Panel's decision, in writing within 7 working days of the hearing.