

JUNIOR ACADEMY

COMPLAINTS PROCEDURE

JULY 2021

The Royal Academy of Music is committed to providing the highest quality and standards of education. It is, however, inevitable that from time-to-time problems will be encountered which may give cause for legitimate complaint and, where that happens, we believe it is to everyone's advantage that such problems are resolved as quickly and easily as possible.

We are committed to dealing with problems students or parents may encounter, and to taking a proper account of any complaints made.

Where 'problems' cannot be resolved, 'complaints' result. All complaints will be dealt with according to the procedures laid out below. These procedures have been designed to be as accessible and as easy to understand as possible.

It is recognised that some problems and/or complaints may reveal grounds for a potential disciplinary case concerning a member of staff, and, likewise, some problems and/or complaints may reveal a potential disciplinary case concerning another student or group of students. Junior Academy has separate disciplinary procedures for staff and a Student Disciplinary Code. These procedures may be invoked in the process, or as an outcome, of a problem being raised or a complaint made.

In bringing a legitimate problem to Junior Academy's attention, or pursuing a complaint, students or parents will not be prejudiced in the future in any way whatsoever. We guarantee to strive for an amicable and satisfactory solution at all times and to that end it is expected that students will outline the remedies they are seeking. However, in return, it is expected that students or parents will not make frivolous or vexatious complaints and will at all times observe their obligations and responsibilities to the wider Academy community. Making frivolous and vexatious complaints may be good cause to invoke the Junior Academy's Student Disciplinary Code.

The over-riding spirit is one of encouraging the approach of satisfactory informal conciliation. This is whilst also ensuring that more intractable problems, where they occur and constitute complaints, can be expeditiously dealt with in a thorough, fair and transparent way. It is therefore expected that a formal complaint should only be made where all possible and reasonable attempts at informal resolution have been attempted.

In the first instance, students or parents should raise the problem with the Operations Manager. This may be either in person or in writing. It is then expected that both parties will confer and strive to agree a solution and acted upon. The overriding aim should be to resolve the problem locally, to mutual satisfaction, and as quickly as is possible. It is hoped that the majority of problems will be resolved at this stage.

If the nature of the problem appears such that it cannot be satisfactorily resolved on an informal basis between the parties involved, a formal meeting should be requested in writing with the Director of Junior Academy.

If a problem cannot be resolved locally or in the meeting with the Director of Junior Academy, a formal complaint may be made in writing to the Head of Human Resources at the Academy.

In receiving a complaint, the Head of Human Resources will expect reasonable evidence to show that a resolution to the problem has already been sought informally, and that a formal meeting has already been held to attempt to resolve the problem. If this has not happened, the Head of Human Resources will require that a resolution is attempted in this manner before progressing the matter through the complaints procedure.

The formal complaints procedures will only be invoked in relation to a problem based on the activity of members of staff on Academy premises, or while the staff member is engaged in official Junior Academy activities. The procedures will not be implemented if the matter is, at that time, subjudice.

John Hutchins

Director, Junior Academy

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