

**PUBLIC COMPLAINTS PROCEDURE
REVISED AUGUST 2015**

PLEASE ASK IF YOU WOULD LIKE THIS PROCEDURE IN A DIFFERENT FORMAT

1 INTRODUCTION

1.1 We value our good relationships with clients and aim to deal with any complaints or concerns sensitively and promptly. Please, in the first instance:

- talk to us informally about concerns or levels of service:
- use our feedback mechanisms

2 MAKING COMPLAINTS

2.1 In case you have to make a complaint, we aim to:

- resolve issues informally wherever possible;
- address issues thoroughly and as speedily as possible, and tell you when you can expect a reply at all stages of the process;
- carry out a full, fair and proportionate investigation and give you a reasonable response;
- feed back issues into our systems to contribute to improvements in services:

3 SCOPE OF THIS COMPLAINTS PROCEDURE

3.1 This procedure is for participants and visitors and those who use the commercial facilities or the public programmes of Trinity Laban, including:

- the Laban Theatre;
- the commercial facilities of Laban Health
- external bookings of Trinity Laban facilities
- Learning and participation classes across music and dance, including holiday courses, adult dance classes, taster days, schools workshops, Junior Trinity and the Centre for Advanced Training in Dance.

There is a separate procedure for students enrolled in Higher Education programmes at Trinity Laban.

4 STAGE ONE: INFORMAL RESOLUTION

4.1 You can most easily resolve complaints by raising them when the problem occurs and with those directly involved; please talk directly to a member of staff or the supervisor/manager.

4.2 In case the complaint cannot be resolved at this stage, the member of staff or the supervisor/manager should then refer the complaint for formal resolution under stage two.

5 STAGE TWO: FORMAL RESOLUTION

5.1 If you have been unable to resolve your complaint informally you should send a completed complaints form to the Head of the relevant Service, with details of the issue, including the date, the event and the nature of the complaint. The complaints form is attached to this document. You should make your complaint within two calendar months of the event occurring.

- 5.2 The Head of Service will acknowledge the complaint in writing and investigate the issues, as appropriate, with the interested parties. The Head of Service will normally respond to you, in writing, within fifteen working days, explaining what action – if any – will be taken. The Head of Service will keep you informed in case any extension to the timescale is required to allow the investigation of the complaint. The Head of Service will send a copy of the response to the Registrar of Trinity Laban for information and to allow the monitoring of complaints across the Institution.

6 STAGE 3: REVIEW OF COMPLAINT

- 6.1 If you do not think your complaint has been dealt with satisfactorily at Stage two, you may request a review of the decision. The review form is attached to this document and should be sent to the Registrar of Trinity Laban, along with the complaint form and a copy of the response received from the first stage.
- 6.2 The Registrar, assisted by a Registry complaints investigation officer, will investigate the matter, reporting to the Principal of Trinity Laban, who will approve any action.
- 6.3 The Registrar will normally reply to you within fifteen working days, explaining what action – if any – will be taken. The Registrar will keep you informed in case any extension to the timescale is required in order to complete the investigation and decide the outcome. The Registrar will confirm the completion of internal procedures in a final letter when the review has been concluded.

APPENDIX: ADDITIONAL NOTES

1 CONFIDENTIALITY

- 1.1 As far as practicable, we shall preserve confidentiality in the investigation of a complaint. We cannot, however, normally investigate complaints made anonymously, since complaints require detailed investigation.
- 1.2 Copies of correspondence and the accompanying documents will be available to the investigator of the complaint and possibly also to staff assisting or providing information for the investigation. We shall bear in mind the need to protect the interests of anyone who may be the subject of a complaint. In case a complaint refers to an individual member of staff rather than the Institution, that individual has the right to be informed and represented, and to respond before conclusions are reached.
- 1.3 We reserve the right to refuse to investigate any complaints that we consider vexatious or malicious. Any decision by a head of service to decline to take forward a complaint at stage 2 will be reviewed by the Registrar, with the Principal approving the final decision.

2 MONITORING OF COMPLAINTS

- 2.1 We are interested to learn from feedback received through all routes, including the complaints procedure. The Registrar's nominee will maintain a log of complaints, and the Principal and the Governors will receive an annual report on the issues and how they have been addressed.

FORMAL COMPLAINTS FORM

This form may be completed electronically or handwritten (please use additional pages as required)

Completed forms should be returned, marked CONFIDENTIAL, along with all documentary evidence, to the Head of the Service or, if you are unsure who to contact, to:

The Registry Complaints Officer
Trinity Laban
King Charles Court
Old Royal Naval College
Greenwich SE10 9JF

which will acknowledge receipt and send to the relevant Head of Service

1. Personal Details	
Name:	
Address <i>(where you can be contacted over the next six weeks):</i>	Telephone Number:
2. Complaints details: Please state the nature of your complaint and give further details <i>(use a separate sheet if necessary)</i> . Please give exact dates/times and location of incident(s) wherever possible. Complaints made two calendar months after the event) will not be considered.	
3. What documentary evidence do you have to support your complaint? <i>(please give details below and enclose the evidence with this form)</i>	
4. From your point of view, what would be the desired outcome of your complaint?	
5. What prevented the complaint being resolved informally?	

OFFICE REFERENCE:

6. Who else have you discussed this complaint with?

Name

Department

Has advice been given and have you acted on that advice?

7. Can you suggest any action which will prevent this situation from recurring?

8. Declaration

I declare that the information given in this formal complaints form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it.

I also agree (in accordance with the Data Protection Act) to this form being held on file by Trinity Laban.

Signed:

Date:

EQUAL OPPORTUNITIES MONITORING

Trinity Laban applies an Equality Opportunities policy and the following information is required for monitoring purposes. All information will be treated as confidential.

Ethnic Origin – please indicate your ethnic origin (tick as appropriate):

- | | | | |
|--------------------------------------|--------------------------|-----------------------------------|--------------------------|
| White | <input type="checkbox"/> | Chinese | <input type="checkbox"/> |
| Black or Black British – Caribbean | <input type="checkbox"/> | Other Asian background | <input type="checkbox"/> |
| Black or Black British – African | <input type="checkbox"/> | Mixed – White and Black Caribbean | <input type="checkbox"/> |
| Other Black Background | <input type="checkbox"/> | Mixed – White and Black African | <input type="checkbox"/> |
| Asian or Asian British – Indian | <input type="checkbox"/> | Mixed – White and Asian | <input type="checkbox"/> |
| Asian or Asian British – Pakistani | <input type="checkbox"/> | Other Mixed background | <input type="checkbox"/> |
| Asian or Asian British – Bangladeshi | <input type="checkbox"/> | Other Ethnic background | <input type="checkbox"/> |

OFFICE REFERENCE:

FORMAL COMPLAINTS - REQUEST FOR REVIEW FORM

This form may be completed electronically or handwritten (please use additional pages as required)

1. Personal Details	
Name: Address:	Telephone Number:
2.Complaint details	
Reference No. of Complaint: REF: <i>(Please ensure a copy of the Formal Complaint Form is attached)</i>	
Please state why you consider the outcome of the formal complaint process was not satisfactory.	
Signed: Date:	

Completed forms should be returned, marked CONFIDENTIAL, along with all documentary evidence, to:

The Registrar and Director of Academic Services
Trinity Laban Conservatoire of Music and Dance
Old Royal Naval College
Greenwich SE10 9JF

who will acknowledge receipt.