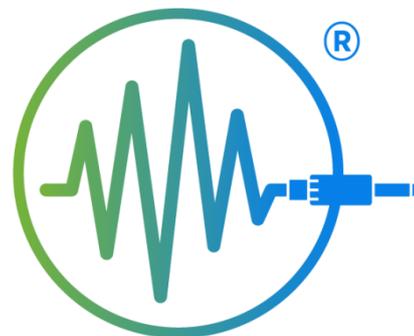


LISA LASHES  
**SCHOOL** *of*  
**MUSIC**



IN ASSOCIATION WITH PTS TRAINING ACADEMY

# **Complaints, Compliments & Feedback Policy**

## Table of Contents

1. Introduction	3
2. Purpose of the Policy	3
3. Scope of the Policy	3
4. Governance	4
5. Policy Statement	4
6. External Body Appeal	7
7. Other Information	7
8. Accountability	8
9. Appendix A - Complaints Form	9
10. Appendix B - Compliment and Feedback Form	10

## **1. Introduction**

This Compliments, Complaints and Feedback Procedure contains descriptions of compliments, complaints and feedback handling process. Lisa Lashes School of Music therefore operates a compliments, complaints and feedback handling process that seeks to ensure that as a training provider we:

Take all reasonable steps to ensure that the dissatisfaction is addressed and resolved in house wherever possible

Reassess all compliments, complaints and feedbacks and address client concerns without delay and that it takes all complaints seriously

Discuss with the team and reflect and learn from the experience and be open to feedback to improve services if necessary.

## **2. Purpose of the Policy**

The compliments, complaints and feedback procedure are designed to ensure that everyone is aware of the process they should follow if they receive and compliments, complaints and feedback regarding the service provided.

## **3. Scope of the Policy**

These compliments, complaints and feedback procedures shall apply to all clients and all members of staff at the Lisa Lashes School of Music.

This document will be reviewed and updated by management on an annual basis or when relevant to include newly developed security standards into the policy, communicated and distributed to all employees, volunteers and contractors as applicable.

## **4. Governance**

Responsibility for the production, review and communication of the compliments, complaints and feedback procedure lies with the Managing Director.

## 5. Policy Statement

There are a number of ways to give Lisa Lashes School of Music compliments, complaints and feedback including:

Surveys

Employer and pupil experience forums,

By writing to the registered office or in the contact area of the website

[www.lisalashesschoolofmusic.com](http://www.lisalashesschoolofmusic.com)

By completing a compliments and feedback form available at reception areas across the company, at the head office and delivery centers (Appendix A)

We regret that Lisa Lashes School of Music is unable to accept or act upon anonymous complaints.

Lisa Lashes School of Music complaints procedure is as follows:

## 6. Stage One – Informal

Individuals are encouraged to resolve issues locally before they become complaints. Concerns should be raised directly with the Assistant Head of the school.

Concerns can be raised with the Lisa Lashes School of Music at any time and will often generate an immediate response, usually by telephone or email, which will resolve the concern.

## 7. Stage Two – Formal

If a concern has not been resolved informally at Stage 1 you can progress your complaint to Stage 2 of the process.

Complaints should be made in writing and addressed to:

Head of School

Lisa Lashes School of Music

Platform Office

George Row

Northampton

NN1 1DF

In your correspondence, you should clearly identify the nature of your complaint at Stage 1 and what has been done to attempt to resolve the complaint. The Head of School will

appoint a key contact who will send an acknowledgement within 5 working days of receiving the documentation.

Lisa Lashes School of Music aims to provide you with a formal response within 10 working days. If we are unable to do this, you will be kept informed of our progress.

## **8. Stage Three - Appeal (Hearing/Board)**

If a complainant remains dissatisfied with Lisa Lashes School of Music's response to their complaint they may appeal in writing to the board. The appeal must be received within 10 working days of being sent the outcome of the Stage 2 complaint.

The complainant will be invited to attend a panel meeting to hear the complaint. The parent of the pupil involved will also be invited to attend and can be accompanied if they so wish. The board will consist of at least three people who were not directly involved in the matters detailed in the complaint and will include one panel member who is independent of the management and running of the school. The board will appoint a key contact who will review all the available evidence and previous investigation(s) and Lisa Lashes School of Music's response.

The findings of the panel meeting will be provided to the complainant, and, if relevant, the person complained about, in writing within 20 working days and will state the outcome of the hearing, which will be one of the following outcomes:

Uphold the decision of Lisa Lashes School of Music, or  
Dismiss the complaint, or  
Partially upheld the complaint, offer an apology and recommend appropriate steps are taken to address the issue with all staff to avoid a similar problem arising in future.

The decision of the board is final except where there is a statutory provision of appeal to an external body as below.

## **9. Written Records**

A written record will be kept of all complaints made at all stages of the complaints process (from the preliminary stage to hearing)  
Records and the complaints log will indicate whether complaints have been resolved at the preliminary stages or whether they proceeded to a hearing.

All correspondence, statements and records relating to complaints will be kept

confidentially secured on the Lisa Lashes School of Music premises and available for inspection by the CEO and the Managing Director, or a body conducting an inspection (referring agencies, local authority) and governmental bodies (secretary of state) who require access to them.

Additional copies will be held electronically on our secure website and available to all parties if requested to ensure evidence is available at all time and on request a hard copy is downloaded for collection or posting.

## **10. External Body Appeal**

Please note that it is normally a requirement of the above agencies that your complaint has completed Stage 1, 2 and 3 of Lisa Lashes School of Music complaints process.

Where a complainant is not satisfied with the outcome of the Stage 3 process, they have the opportunity to appeal to the appropriate external body and the governing body.

## **11. Other Information**

Complaints involving the Quality and Compliance Officer, Managing Director and the Director/CEO:

Where a complaint involves the Quality and Compliance Officer, the complaint should be addressed to the Managing Director. Where a complaint relates to the Managing Director, the complaint should be addressed to the CEO, and where it involves the Director/ CEO it should be addressed to Lisa Lashes School of Music, 6 - 7 Westleigh Office Park, Scirocco Close, Northampton, NN3 6BW.

## **12. Policy Issues and Decisions by the Senior Leadership Team (SLT)**

Complaints regarding policy issues and decisions by the SLT should be addressed to the Senior Leadership Team, Lisa Lashes School of Music, 6 - 7 Westleigh Office Park, Scirocco Close, Northampton, NN3 6BW.

The SLT will appoint a key contact and instruct on how to reply on their behalf indicating, where appropriate if any action is to be taken as a result of the complaint.

## **13. Accountability**

All staff should attempt to resolve any issues that arise on a day to day basis to the satisfaction of the complainant be the pupil, parent, employer or member of the general public.

The responsibility for investigating Stage 2 complaints rests with the Managing Director or appropriate member of the Senior Leadership Team depending on the nature of the complaint.

The responsibility for dealing with Stage 3 appeals rests with the board. Quality and Compliance Officer in conjunction with the Managing Director is responsible for the monitoring of compliance within this policy, including timescales.

Quality and Compliance Officer is responsible for compiling the annual complaints report presented to the Managing Director and Senior Leadership Team

## 14. Appendix A – Complaints Form

**Help us to identify areas of improvement so we can put appropriate training in place to continually improve our service.**

Please download this form and post to the details in 5.5.1 of this CCF policy.

Or

Fill in the complaints document on the website and submit to [info@llsom.com](mailto:info@llsom.com) which will be submitted to the higher management automatically.

Or alternatively send an email to the above info address.

We will endeavor to get back to you in the timeframe expressed in this complaints procedure policy.

### Comments



## 15. Appendix B – Complaints Form

**Help us to identify good practice and continually improve our service.**

Our service is committed to providing high-quality care and services and meeting your needs. We value your feedback. Please let us know what we do well and where we can improve our services.

### Comments

**Thank you for taking the time to provide feedback about our service.**

Please leave the completed form with a member of staff and it will be passed on to our Senior Leadership Team.

Or

Fill in this form with as much information as possible and we will be endeavored to get back to you within the timeframe mentioned in this document.

If you would like an acknowledgement, please complete your details below.

Name:

Telephone Number:

Address:

Email:

Please tick this box if you agree that Lisa Lashes School of Music can use your compliment/ feedback for marketing materials, such as social media posts, website articles, print publications?

**Are you:**

- A Pupil
- A Client
- Providing feedback on behalf of someone else

**Date:** 3<sup>rd</sup> January 2020

**Name:** Lisa Rose-Wyatt

**Signature:** *Lisa RoseWyatt*

**Position:** CEO at Lisa Lashes School of Music

**Policy renewal date:**  
**January 2021**