



Service Complaints Policy

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Uncontrolled document once printed	

1. INTRODUCTION

- 1.1 The main objective of the Gwynedd and Anglesey School Music Service (GCYGM) is to promote and encourage musical activity among young people in Wales particularly by promoting expressive art and music in the context of dance, drama, poetry, television and film. This is achieved through our provision of instrumental music and vocal lessons to around 5,000 pupils by over 50 experienced tutors, our musical instruments lending service and the regional and county ensembles.

2. PURPOSE

- 2.1 This policy outlines the process which GCYGM will follow if we receive a complaint about the service we provide.

3. STATEMENT

- 3.1 In delivering our services, we aim to reach the following objectives:
- Delivery of high-quality music education to every pupil taught, placing them at the centre of our work.
 - Provision of inspirational musical opportunities at all levels and agreeing personal objectives to maximise the progress of the student.
 - Development of our partnership with the school, who commissions our services purchaser.
- 3.2 GCYGM will always aim to ensure that the service provided and the conduct of tutors meets the expectations of schools, pupils and parents/ guardians. However, we know that, sometimes, things do not go to plan, this policy explains how GCYGM will deal with complaints.
- 3.3 The vast majority of concerns and complaints can be dealt with informally, and can be resolved straight away, this will always be the preferred step. Should the informal approach prove unsuccessful, the office should be made aware of any complaints or issues as soon as practicably possible. GCYGM will then deal directly with those concerns/matters, following the stages detailed below.

4. COMPLAINT PROCEDURE

- 4.1 This policy should not be used if the concern or complaint relates to issues relating to child protection or employee grievances, specific policies are in place to deal with such issues.
- 4.2 Stage 1 – Informal Discussions
- GCYGM will aim to resolve any concern or complaint informally wherever possible, in a spirit of co-operation.
 - Concerns or complaints should be raised in the first instance with the tutor, who should aim to resolve the situation as soon as practicably possible.
 - If the complaint relates to a tutor, the person raising the concern or complaint can contact the Manager of GCYGM directly to discuss the matter informally.
- 4.3 Stage 2 – Formal Process
- If, either following failure to resolve in stage 1, or if the complainant deems that the matter cannot be resolved informally, the concern or complaint should be set out in writing to GCYGM's Creative Director, stating clearly the intention to make a complaint under this policy. The complainant should provide as much information as possible and explain the basis and nature of the complaint and the desired outcome.

- GCYGM will acknowledge receipt of formal complaints within 5 working days, setting out the timescale and process for the investigation.
- A suitable person will be asked to investigate the complaint, and will consider all relevant evidence during their investigation – this may include conducting interviews with complainants.
- The investigator will be asked to produce an investigation report and make recommendations on resolutions.
- If the complaint relates to the GCYGM Creative Director, the complaint should be directed for the attention of the Board of Trustees, who will liaise directly with the complainant from there on.
- The complainant will be issued with the written outcome of the investigation within 28 working days.

4.4 Stage 3 – Appeal

- If the complainant is dissatisfied with the response and if they would like to escalate their complaint further, an appeal may be made to the Chair of the Board of Trustees.
- The appeal should be submitted in writing within 5 working days of the written notification of the outcome of the complaint stating clearly the grounds of appeal.
- The Chair will investigate the grounds of appeal and all relevant evidence and inform the complainant of the outcome within 28 working days of receipt of the appeal.
- The outcome will be final and there will be no further right of appeal.

5. **CONTACT DETAILS**

5.1 GCYGM Creative Director: tudur@cerdd.com / 01286 685289

5.2 GCYGM Office: gwenda@cerdd.com / 01286 685283

5.3 GCYGM Board/ Chair: cadeirydd@cerdd.com

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6. **Review**

6.1 The School Music Service will regularly review this policy, including a full review every three years.

Adopted by the GCYGM Board of Trustees on the: 10th of April 2025