



COMPLAINTS POLICY

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1 Introduction

At Kent Music, we are committed to delivering the highest quality of service to our customers. We recognise the importance of an effective mechanism for handling concerns and acting on feedback. We also highly value positive feedback, as it contributes to our continual improvement as a music education service.

This policy outlines the steps for addressing customer feedback and ensuring prompt resolution to any issues.

2 Positive feedback

We recognise the importance of acknowledging and appreciating positive feedback. Encouraging comments from those who use our services act as a motivation for our dedicated team and are greatly valued. With the customer's consent, we may choose to feature positive feedback on our website, promotional materials or social media channels, celebrating the success stories within our music education community.

3 Submission of feedback or complaints

Customers are encouraged to submit their feedback (both positive and negative) and any concerns or complaints through the following channels:

- Direct communication with the music teacher or relevant member of KM staff
- Email correspondence to customerservices@kent-music.com
- Written correspondence to Kent Music, Units 25 & 26 Creative Enterprise Quarter, Javelin Way, Ashford, TN24 8FN

4 Information required

Customers submitting concerns are requested to provide the following information;

- Full name and contact details
- A comprehensive description of the issue, including relevant dates and times
- Any supporting documentation or evidence, if available

5 Acknowledgement and initial response

Upon receipt of the concern, Kent Music will acknowledge the submission in writing with 5 working days. Within 15 days from receipt of the initial concern, a further written communication will be sent, containing;

- Acknowledgement of the concerns raised
- A summary of the investigative steps to be taken
- An estimated timeframe for resolution

6 Investigation process

Our team will conduct a thorough investigation, which may involve;

- Interviewing the relevant music teacher or staff member
- Reviewing pertinent records or documentation
- Seeking input from other parties involved

7 Resolution proposal

Following the investigation, we will communicate our findings and propose a resolution. If areas for improvement are identified, a plan for corrective action will be presented.

8 Escalation procedure

Should the customer find the initial resolution unsatisfactory, they have the right to escalate the matter. This can be done by requesting that the matter is passed on to the relevant Manager or Senior Leader.

9 Continuous improvement and review

Customer feedback is invaluable to the continuous improvement of our service. We will regularly review feedback, concerns and complaints, identifying opportunities for improvement.

10 Social media

To ensure an efficient and thorough resolution process, we kindly request customers not to share negative feedback on social media platforms without first contacting us directly. Direct communication allows us to address concerns promptly and maintain the integrity of the resolution process.

11 Confidentiality

We respect your privacy and treat all feedback with confidentiality. Direct communication allows us to address your concerns discreetly and effectively.

12 Contact and Review

This policy will be reviewed regularly to ensure it aligns with the needs of Kent Music and complies with current legislation, and best practices. Any necessary updates will be communicated to employees, and employees will have access to the most recent version of this policy on the Staff Information page of SharePoint.

For any questions or concerns related to this policy, Kent Music employees can contact:

Senior Leader, Operations: Ruth Roberts – rroberts@kent-music.com

Senior Leader, Tuition & Ensembles: Trevor James – tjames@kent-music.com

Senior Leader, Music Hub: Olivia Edwards – oedwards@kent-music.com