

Lamp House Music Complaints Handling Policy

Our Complaints Policy

If you are dissatisfied with a service that Lamp House Music has provided, or feel we have treated you unfairly, you may wish to make a complaint. This document sets out Lamp House Music's complaints policy, explains how to make a complaint and tells you what you can expect from us if you do.

Guiding Principles

1. We are committed to resolving complaints effectively and without delay. Wherever possible we will try to resolve complaints informally but if we can't we provide a clear escalation route that is fair and impartial.
2. If we have got something wrong we will apologise and take prompt action to put the matter right. If we can resolve your complaint by clarifying our position or explaining our decision-making process we will do so.
3. We will respect your privacy and ensure that your complaint is treated confidentially.

Complaints we can help with

You can ask us to consider a complaint:

- If you feel we have failed to properly follow one of our procedures or policies (maladministration).
- If you feel we have not handled a request for information in accordance with the terms of the Freedom of Information Act 2000.

Complaints we can not help with

Generally speaking we will not be able to consider your complaint:

- If you wish to make it anonymously.
- If you wish to disagree with one of our policies.
- If you wish to disagree with a decision that was reached in accordance with one of our policies and procedures.
- If your complaint is about another organisation.

Lamp House Music is committed to providing a high quality service but when something goes wrong we need you to tell us about it. This will help us to improve our standards.

If you have a complaint please contact info@lamphousemusic.co.uk.

What we expect from you

We understand that if you have a complaint you are likely to feel strongly about it. Nevertheless we expect you to be polite and courteous to our staff and tutors and we will not tolerate aggressive or abusive behaviour.

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