



Newpark Music Centre T/A Newpark Academy of Music

Complaints Policy

Policy Title: Complaints Policy

Approved by Board of Directors: 9/3/2025

Review Date: Annually

1. Context

Newpark Music Centre T/A Newpark Academy of Music (hereafter "the Academy") is committed to delivering a high standard of service to all students, parents, staff, and visitors. This policy outlines the Academy's procedure for managing and resolving complaints in a clear, fair, and timely manner.

2. Purpose

The purpose of this policy is to ensure that any dissatisfaction with the services provided by the Academy is addressed promptly and appropriately, and that recurring issues are identified and improved upon to uphold a high standard of service.

3. Scope

This policy applies to all services and activities delivered by the Academy that impact the experience of its service users. A complaint is defined as an expression of dissatisfaction with the service, behaviour, or action of a staff member or the Academy as a whole.

- Students wishing to make a complaint should refer to the Student Complaints Procedure.
- Staff members should refer to the Staff Grievance Procedure.

4. Benefits

- Provides service users with a clear process for lodging a complaint.
- Ensures that Academy staff understand their responsibilities in managing complaints.

5. Principles

The Academy aims to:

- Deliver services that meet user needs in a courteous and professional manner.
- Resolve concerns informally wherever possible.
- Offer a formal process where informal resolution is not successful.

6. Policy

6.1 General Provisions

- Complaints should initially be raised informally with the relevant staff member or department.
- If the issue cannot be resolved informally, a formal complaint can be submitted.
- All formal complaints will be treated seriously, investigated thoroughly, and handled confidentially.
- The appropriate staff member or department will acknowledge the complaint within **three working days**.
- A formal response will be issued within **15 working days**. If a delay is expected, an interim update will be provided.

6.2 Commitments

When dealing with formal complaints, the Academy commits to:

- Acknowledging complaints promptly.
- Investigating complaints fairly and confidentially.
- Ensuring complaints are not used to disadvantage the complainant.
- Keeping complaint records separate from other records.
- Using feedback from complaints to improve services.

7. Procedures

7.1 Lodging a Complaint

- Complaints may be submitted in person, by phone, email, or in writing.
- If unsure who to address the complaint to, contact the Admin Office at: enquiries@newparkmusic.ie.

The complaint should include:

- Name and contact details of the complainant.
- A clear description of the issue.
- The name of the staff member or department previously involved (if applicable).

7.2 Complaint Review and Appeal

- If the initial complaint is not resolved to the complainant's satisfaction, it may be escalated to a senior member of staff for review.
- If still unresolved, the matter can be referred to the **Executive Director**.

8. External Complaints

If a complainant feels the issue remains unresolved after following the internal process, they may refer the matter to an external mediation or advisory body (if applicable). However, no statutory Ombudsman or third-level body jurisdiction applies to the Academy.

9. Responsibility

The Executive Director is responsible for overseeing the complaints process and ensuring it is implemented effectively.

10. Related Documents

- Student Complaints Policy and Procedure
- Staff Grievance Policy
- Code of Conduct

11. Document Control

- This policy will be reviewed annually or as required to reflect best practice and operational changes.

Signed:

Chairperson of the Board: 

Executive Director: 

Date: 9/3/2025