



Sherry Music Academy

UK REGISTERED CHARITY 1213504

Director: Sherry Shen, M.Ed, M.Perf

Registered Business Address: 1 Drive Mansions London SW6 5JB

COMPLAINTS POLICY

Updated July 2025

Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Sherry Music Academy about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

The difference between a concern and a complaint

A concern may be defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’.

A complaint may be defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’.

It is in everyone’s interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Sherry Music Academy takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with the Director. If the issue remains unresolved, the next step is to make a formal complaint.

Complaints against school staff (except the Director) should be made in the first instance, Sherry Shen, Director. Please mark them as Private and Confidential.

Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by Sherry Music Academy, other than complaints that are dealt with under other statutory procedures.

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Sherry Music Academy in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the Director or Trustees, if appropriate, will determine whether the complaint warrants an investigation.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Resolving complaints

At each stage in the procedure, Sherry Music Academy aims to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

Stage 1

Formal complaints must be made to the Director in person, in writing or by telephone. The Director will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email). Within this response, the Director will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Director can consider whether a face to face meeting is the most appropriate way of doing this.

Note: The Director may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.

Stage 2

During the investigation, the Director (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

Stage 3

At the conclusion of their investigation, the Director will provide a formal written response.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Sherry Music Academy will take to resolve the complaint.

Child Protection

Extra care must be taken when the complainant is a child/young person and present during all or part of the meeting

Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.

The committee should respect the views of the child/young person and give them equal consideration to those of adults.

If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.

However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests. The welfare of the child/young person is paramount.