



MILLENNIUM PERFORMING ARTS: COMPLAINTS PROCEDURE

UPDATED

August 27, 2015

Next review date

Sept. 2016

MPA is proud of its staff, faculty and quality of teaching. If learners, however, do have a complaint, they can expect it to be treated by MPA in accordance with this Procedure.

Stage 1 - Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If you have an issue that you wish to raise in relation to your classes/training please do so promptly, in the first instance, with your tutor. In many cases, the matter will be resolved straightaway to the learners' satisfaction. If the tutor cannot resolve the matter alone, it may be necessary for him/her to consult MPA management.
- Complaints made directly to MPA will usually be referred to the relevant tutor unless MPA management deem it appropriate for them to deal with the matter personally.
- The tutor will make a written record of all concerns/complaints and date on which they were received. Should the matter not be resolved within one month, or in the event that tutor and student fail to reach a satisfactory resolution, learners will be advised to proceed with their complaint in accordance with stage 2 of this Procedure.

Stage 2 - Formal Resolution

- If the complaint cannot be resolved on an informal basis, then parents/learner should put the complaint in writing to Principal. The Principal will decide, after considering the complaint, the appropriate course of action.
- In most cases, the Principal will meet or speak to the parents/student concerned, normally within two weeks of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Principal to carry out further investigations.
- The Principal will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Principal is satisfied that, so far as is practicable, all relevant facts have been established, parents/learners will be informed of the decision in writing. The Principal will give reasons for her decision.
- If learners prefer they can request a formal interview with the relevant Head of Department to discuss the issue. This meeting will be minuted. The Head of Department may request the presence of one of the directors at the meeting. The Head of Department will write to confirm the result of this meeting.
- If parents/students are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3 - Panel Hearing

- If students seek to invoke Stage 3 (following a failure to reach an earlier resolution) they will be referred to MPA management/the Directors. Any appeal at this stage would be best in writing and must in any case set out the reason for your dissatisfaction with the Head of Department's action in relation to your grievance.
- The matter will then be referred to a panel consisting of the management and an independent person with appropriate background and experience. MPA will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than three working days prior to the hearing.

- The student may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 14 days of the hearing. The Panel will write to the student informing them of its decision and the reasons for it. The Panel decision is final. The Panel's findings and, if any, recommendations will be sent in writing to the student, MPA and, where relevant, the person complained of.
- The directors will if necessary, seek independent advice before reaching a decision on how your grievance should be resolved. Their response will be final. Please note: Any grievance against any of the Directors will be dealt with by the company's lawyers, including any appeal. Their response will be final.
- You do have the right at any juncture to appoint a representative. Any involvement of a representative will mean your grievance will be dealt with by the company's lawyers.

Learners can be assured that all concerns and complaints will be treated seriously and confidentially.