

We value your comments and suggestions

We are committed to providing you with a quality service. We want to make this as good as it can be and try to find ways of making it even better.

This leaflet explains how you can make comments and compliments about our service, and also how you can complain if things go wrong.

Code of Practice

All our staff follow a national code of practice that they are expected to adhere to. This code sets down standards of care and respect that users of our services can expect from our staff. Any breach of this code is taken seriously within Social & Community Services and will be investigated.

Tell us what you think

If you want to comment on our services or compliment somebody please contact the Music Service by telephone, email or by completing the form at the end of the leaflet. We will acknowledge your letter, email or telephone call and pass your views on to the relevant staff member or manager.

Sorting things out

We will sometimes get things wrong but we hope that most problems can be cleared up by you speaking to our staff and managers responsible for the service. If this is not possible you may wish to make a complaint.

How to make a Complaint

There are three steps to our complaints procedure:

Stage 1

An attempt will be made to resolve the complaint at a local level. Where possible complaints will be put right quickly and informally:

Firstly, if your concern relates to your child's tuition or their progress, please contact your child's instrumental teacher. Most problems can be resolved this way. Contact details for teachers can be found in the front of your child's Music Service Record Book or by telephoning the County Music Service for information or

If your complaint or query is about an invoice or any of our processes then please contact County Music Service by telephone or email and speak to a member of our Administrative Team.

If you require further help, contact the District Manager or the Principal Administrative Officer at the County Music Service.

Stage 2

If you are not satisfied with the response to your complaint you can contact the complaints coordinator for the directorate on 01865 854512. The complaints coordinator will acknowledge your complaint within five working days and will appoint someone who has not dealt with your complaint before to investigate.

The investigating officer will normally send you a full, written response within ten working days of the acknowledgement date. In some cases where complaints are complex we may need longer than ten working days. We will tell you if this is the case.

Stage 3

This is the final stage of our complaints procedure. If you are still not happy with the way your complaint has been handled please the Corporate Complaints Team (01865 815906) to ask for your complaint to be reviewed.

Your letter will be acknowledged within five working days or receipt.

The council's Monitoring Officer will decide whether your complaint can be considered further. This may mean:

- A complaints panel is set up to review your complaint
- An independent investigator is appointed to review your complaint

You will be informed within 20 working days if your complaint can be reviewed further.

A full copy of Oxfordshire County Council's complaints policy can be found online at www.oxfordshire.gov.uk/complaints or contact Social & Community Services (01865 854512) to request a copy our Corporate Complaints Booklet.