

Academy Of South Indian Music & Dance

Complaints Policy

Date of Policy: March 2024

Next review due by: March 2027

ASIMUK will ensure that this policy is applied fairly to all candidates and does not have a negative impact concerning equality and diversity, including race, sex, religion, sexual orientation, age, disability, gender reassignment, marriage and civil partnership, and pregnancy and maternity.

Complaints Policy

ASIMUK is committed to fostering an environment that encourages talent and provides opportunities for growth. We value feedback and are dedicated to handling all complaints fairly, promptly, and thoroughly. ASIMUK ensures that complaints are addressed with respect, confidentiality, and a commitment to resolving issues efficiently. When handling complaints or feedback, we will aim to:

- Be impartial and non-adversarial,
 - Ensure a full and fair investigation when necessary,
 - Respect the complainant's desire for confidentiality,
 - Address all points of concern and provide an effective response,
 - Treat complainants with respect,
 - Keep complainants informed about the progress of their complaint,
 - Ensure that complainants are not unfairly penalized.
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Complaints Procedure

Complainants are encouraged to contact ASIMUK in writing via email at complaints@asimuk.com on the day of or up to **three working days** after an issue arises.

In all correspondence, please provide the following information:

- Index number
- Candidate name
- Subject
- Grade received

Complaints or feedback may be addressed through either a formal or informal process.

Informal Process

ASIMUK takes all informal concerns seriously and strives to resolve matters quickly. Often, the provision or clarification of information can resolve the issue.

To initiate an informal complaint, the complainant must submit the issue in writing to **complaints@asimuk.com** within **three working days** after the occurrence of the concern. The subject heading should read:

“Informal Complaint – Index Number – Name of Candidate – Subject – Grade.”

The informal stage may involve a meeting or call with a trustee or a representative of the music committee. If the complaint is not resolved informally, it will be escalated to the formal process.

Formal Process

If the complaint is not resolved informally, it must be submitted in writing to **complaints@asimuk.com** within **seven days** of the issue arising. The subject heading should read:

“Formal Complaint – Index Number – Name of Candidate – Subject – Grade.”

ASIMUK will acknowledge receipt of the formal complaint within **five working days** and will investigate the matter, providing a response within **ten working days** thereafter.

The formal process will include a discussion between the complainant and one of ASIMUK’s trustees or a representative of the music committee. ASIMUK will endeavor to resolve the issue to the complainant’s satisfaction. However, in some cases, the investigation may take longer than anticipated. In such instances, ASIMUK will ensure that the complainant is kept updated on the progress.

The final decision or resolution of the ASIMUK trustees will be binding.

Data Protection and Confidentiality

In accordance with the General Data Protection Regulation (GDPR), all personal data related to complaints and feedback will be stored securely. ASIMUK will handle all personal data in compliance with the **ASIMUK Data Protection Policy** and **Privacy Statement**. Only authorized personnel handling complaints will have access to this data.