
MUSIC GENERATION DAC – COMPLAINTS PROCEDURE

INTRODUCTION

The purpose of this document is to outline Music Generation DAC's approach to dealing with complaints, and to advise on the options available to complainants, or employees dealing with complaints. While Music Generation makes every effort to ensure that all interactions and services provided are delivered in a courteous and efficient manner, we accept that on occasion parents / young people, contractors, etc. make feel dissatisfied with an interaction or service provided.

It is the policy of Music Generation DAC that where complaints are received at the National Development Office regarding local implementation, all complaints will be referred to Local Music Education Partnerships for follow up. This procedure will be clarified with all complainants. Where such complaints are received Music Education Partnerships will be notified of details for information and follow up.

In the case of exceptional circumstances, Music Generation DAC may engage with complaints received. Similarly, where a Music Education Partnership may receive a complaint about a national issue, such complaints should be forwarded to Music Generation National Development Office for follow up.

Any complaints which involve child protection issues will be dealt with under Music Generation DAC's Child Protection Policy.

Depending on the nature of the complaint, some issues may be dealt with under other Company policies (e.g.: Disciplinary Procedure).

If any person feels that they have an issue with an interaction or service received, they have the right to complain directly to the individual they have been dealing with, where we would hope that any problems can be resolved.

If this proves not to be the case and a person feels that they should lodge an official complaint, Music Generation DAC has in place a Customer Complaints Procedure to ensure that all complaints are investigated thoroughly, fairly and in confidence. The National Director will respond to any official complaint within 20 days of receipt or, if this is not possible, issue an interim reply advising of the reasons for the delay and when a substantive response will be issued. Any person not satisfied with the response of the National Director has the right of appeal to the Board of Music Generation DAC.

Complaints Procedure

WHAT IS A COMPLAINT?

We define a complaint as an expression of dissatisfaction concerning the provision of a service or an interaction with any employee of, or other person/company appointed to act on behalf of, Music Generation DAC.

HOW TO MAKE A COMPLAINT?

- If you have a cause for complaint, it should initially be directed to the relevant person of Music Generation DAC with whom you were dealing. They will try to deal with the issue without delay or, if the complaint does not relate to a service provided by us, direct you to the appropriate body.
- If the relevant staff member cannot resolve your complaint, or you are unhappy with their response, you can ask for the matter to be reviewed by a member of the Executive of Music Generation DAC.
- If you are still unhappy with the response, you should make a formal complaint to the National Director of Music Generation DAC, who will investigate the complaint on your behalf.

You can make a complaint in person, by phone, by email or in writing. Following a complaint by phone or in person, you may be asked to confirm in writing the details of your complaint.

Address for written complaints:

Music Generation DAC, c/o National Concert Hall Building, Earlsfort Terrace, Dublin 2

Email address: info@musicgeneration.ie

Tel: (01) 4758454

Person to whom all complaints should be addressed: National Director, Music Generation DAC

WHAT INFORMATION SHOULD YOU PROVIDE?

You will help speed up the investigation of your complaint by providing the following details:

1. Your name, address, email and contact telephone number.
2. A description of what happened, when it happened, and what exactly you were dissatisfied with.
3. The name of the person/s you dealt with.

MUSIC GENERATION DAC'S COMMITMENT WHEN DEALING WITH FORMAL COMPLAINTS

1. We will acknowledge all complaints within 5 working days.
2. We will investigate all complaints and issue a reply to your complaint within 20 working days, or where this is not possible, an interim reply will issue explaining the position and advising when a substantive response will issue.
3. All complaints will be treated promptly, fairly, impartially and in confidence.
4. Records of complaints will be maintained on a need-to-know basis only.
5. We will ensure that no complaint you have made in good faith will be used to your disadvantage in the future.
6. Where errors or omissions have occurred, we will endeavour to learn from them so that they are not repeated.

WHAT HAPPENS IF YOU ARE NOT SATISFIED WITH THE RESPONSE?

If you are not satisfied with the outcome of the response you have received, or if the complaint relates to the National Director, you may appeal to the Board of Directors. These should be addressed to:

The Chairperson, Music Generation DAC,
c/o National Concert Hall Building, Earlsfort Terrace, Dublin 2.
