Green Room Place (GRP) Complaints Policy

Updated & Approved by Company Directors and Qualified Pastoral Staff on November 20th, 2026.

GREEN ROOM PLACE LTD. (GRP)

Green Room Music Summer Camp (GRMSC)

2027 Residential Programme

Venue: Stamford School, Stamford, Lincolnshire, England

Programme Dates: 19-23 July 2027

Policy Updated: 20 November 2026

Policy Status: Approved

Approved By: Green Room Place Ltd. Company Directors and Senior Pastoral & Safeguarding Team

Approval Date: 20 November 2026

Effective Date: 20 November 2026

Next Scheduled Review: Before 19 July 2027, or earlier if required

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GREEN ROOM PLACE LTD.

COMPLAINTS POLICY

Green Room Music Summer Camp (GRMSC) 2027

Policy Version: November 2026
Policy Status: Draft - Pending Formal Approval
Review Date: Prior to July 2027 Programme
Approved By: Company Directors (upon formal approval)

Programme: Green Room Music Summer Camp (GRMSC)
Dates: Monday 19 - Friday 23 July 2027
Venue: Stamford School, Stamford, Lincolnshire, United Kingdom
Age Range: 10-17 years
Organising Company: Green Room Place Ltd.

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1. Policy Statement

Green Room Place Ltd. (GRP) is committed to providing high standards of music education, residential care, student welfare and professional service through Green Room Music Summer Camp (GRMSC).

We recognise that concerns, disagreements or complaints may occasionally arise and believe that all individuals should have access to a clear, fair and transparent process through which these matters can be raised and addressed.

GRP values feedback from students, parents, guardians, staff and other individuals involved in its activities. We recognise that complaints provide an important opportunity to identify concerns, resolve difficulties and improve the quality of our services.

The safety, welfare and wellbeing of all young people attending GRMSC remain our highest priority.

GRP is committed to:

- Providing an accessible and transparent complaints procedure.
- Encouraging concerns to be raised promptly.
- Treating all complaints fairly, respectfully and impartially.
- Responding to complaints within reasonable and clearly communicated timeframes.
- Ensuring that children and young people feel comfortable raising concerns.
- Protecting complainants from intimidation or retaliation.
- Maintaining appropriate confidentiality.
- Taking suitable corrective action where necessary.
- Ensuring that safeguarding concerns are referred through appropriate procedures without delay.
- Using complaints and feedback to support continuous organisational improvement.

All complaints will be treated seriously and considered in accordance with their nature, circumstances and potential impact.

This policy operates alongside GRP's Safeguarding & Child Protection Policy, Anti-Bullying Policy, Equal Opportunities Policy, Health & Safety Policy and other relevant operational procedures.

2. Scope of the Policy

This policy applies to complaints concerning GRMSC 2027 and its associated services, activities and events.

Complaints may be raised by:

- Students.
- Parents and guardians.
- Teaching faculty and visiting lecturers.
- Teaching assistants.
- Boarding and Welfare staff.
- Employees, independent contractors and volunteers.
- Visitors.
- Other individuals directly affected by GRP's activities.

Complaints may concern:

- Course content, teaching quality and educational delivery.
- Staff conduct, professionalism or behaviour.
- Student welfare and residential accommodation.
- Bullying, harassment or discrimination.
- Safeguarding and child protection concerns.
- Health and safety arrangements.
- Admissions, auditions and application procedures.
- Communication and administration.
- Fees, invoices and contractual arrangements.
- Facilities, equipment and resources.
- Organised performances and associated events.
- Any other matter affecting the experience, safety or wellbeing of participants.

Where a complaint falls within a separate policy or legally required procedure, GRP will ensure that it is referred to the appropriate process.

Safeguarding concerns must not be delayed by the ordinary complaints procedure.

3. Aims and Objectives

The primary aims of this policy are to:

- Ensure that complaints are addressed promptly, fairly and appropriately.
- Provide clear guidance on how to raise a concern or make a formal complaint.
- Encourage constructive communication between GRP and complainants.
- Establish a consistent process for investigating complaints.

- Ensure that decisions are based on relevant evidence and circumstances.
- Maintain professional standards throughout GRP's activities.
- Protect the dignity and rights of all individuals involved.
- Provide appropriate opportunities for review or appeal.
- Identify improvements to organisational procedures and practices.

GRP will seek to resolve concerns at the earliest appropriate opportunity while ensuring that serious matters receive the necessary level of attention.

4. Principles of Complaint Handling

GRP will apply the following principles when handling complaints.

4.1 Fairness and Impartiality

Complaints will be considered objectively and without unnecessary bias.

Where practicable, a person investigating a formal complaint should not be directly involved in the matter being investigated.

All relevant parties will be treated fairly and given an appropriate opportunity to provide information.

4.2 Accessibility

The complaints process will be accessible to students, parents, guardians and other relevant individuals.

Reasonable adjustments will be considered for complainants with disabilities, communication needs or other relevant circumstances.

Students may receive assistance from a parent, guardian or trusted adult when making a complaint.

4.3 Confidentiality

All complaints will be handled sensitively.

Information will be shared only with individuals who have a legitimate need to know, including where necessary for safeguarding, investigation or legal purposes.

4.4 Protection Against Retaliation

No individual should be subjected to unfair treatment, intimidation or retaliation for raising a genuine complaint.

Any retaliatory behaviour will be treated as a separate concern.

4.5 Timely Resolution

GRP will make reasonable efforts to address complaints within the timeframes established in this policy.

Where delays are unavoidable, the complainant will be informed and provided with an updated expected timeframe.

5. Making a Complaint

GRP encourages individuals to raise concerns as soon as reasonably possible.

Complaints may be made informally or formally, depending on the circumstances.

5.1 General Contact

The primary contact for complaints is:

Green Room Place Ltd.
Email: info@greenroomplace.com

Complaints may also be directed to the Artistic Director or an appropriate senior member of staff.

During GRMSC, students may raise concerns directly with a trusted member of the teaching or Boarding and Welfare team.

5.2 Information to Include

When submitting a formal complaint, complainants should provide, where possible:

- Their full name and contact details.
- The name of the student involved, if applicable.
- The relevant course, event or activity.
- A clear description of the concern.
- The date or approximate date of the incident.
- The names of individuals involved, where relevant.
- Details of any previous attempts to resolve the matter.
- Relevant supporting information or documentation.
- The outcome or resolution being sought.

A complaint will not automatically be rejected because some information is unavailable.

5.3 Complaints Made by Students

Students may make complaints directly to any trusted member of GRMSC staff.

They are not required to submit a written complaint before receiving support.

Where appropriate, a staff member will assist the student in explaining and recording their concern.

Students must never be discouraged from reporting concerns about their safety, welfare or treatment.

6. Complaints Procedure

GRP operates a structured complaints procedure designed to encourage early resolution while providing appropriate opportunities for formal investigation and appeal.

6.1 Stage One - Informal Resolution

Where appropriate, complainants are encouraged to raise concerns informally before submitting a formal complaint.

Concerns may be directed to:

- The Artistic Director.
- The relevant Head of Department.
- The Head of Boarding and Welfare.
- Another appropriate senior member of staff.

Informal resolution may involve:

- Discussing the concern with the complainant.
- Clarifying relevant information.
- Consulting staff involved.
- Correcting misunderstandings.
- Making appropriate adjustments.
- Agreeing practical measures to resolve the matter.

GRP will seek to resolve informal concerns as promptly as reasonably possible.

During the residential programme, concerns affecting a student's immediate welfare or participation should be addressed without unnecessary delay.

Informal resolution is not required where the complaint is serious, involves safeguarding concerns or where the complainant reasonably considers an informal approach inappropriate.

6.2 Stage Two - Formal Complaint

Where a concern cannot be resolved informally, or where a formal response is appropriate, a written complaint may be submitted to:

info@greenroomplace.com

The complaint will be referred to the Artistic Director, Company Directors or another appropriate person who is sufficiently independent of the matters complained about.

Complaints involving the conduct of the Artistic Director or another senior staff member will be allocated to an appropriate alternative decision-maker.

6.3 Acknowledgement

GRP will aim to acknowledge receipt of a formal complaint within **5 working days**.

The acknowledgement will normally include:

- Confirmation that the complaint has been received.
- Details of the person responsible for handling it.
- An outline of the next steps.
- The anticipated timeframe for a response.
- Any additional information reasonably required.

Working days ordinarily exclude weekends and public holidays.

6.4 Investigation

Formal complaints will be investigated fairly and proportionately.

Depending on the nature of the complaint, the investigation may include:

- Reviewing written correspondence and relevant records.
- Speaking with the complainant.
- Consulting relevant members of staff.
- Obtaining witness accounts.
- Reviewing applicable policies and procedures.
- Considering available documentation.
- Assessing whether appropriate standards or expectations were met.

Where children are involved, discussions will be conducted sensitively and in accordance with safeguarding responsibilities.

GRP will ensure that the investigation does not unnecessarily compromise the privacy or wellbeing of any individual.

6.5 Resolution Timeframe

GRP will aim to provide a formal response within **20 working days** of receiving the formal complaint.

Where the complaint cannot reasonably be resolved within this period, GRP will inform the complainant of the reasons for the delay and provide an updated timeframe.

Complaints involving complex issues, multiple individuals or external agencies may require additional time.

The completion of an internal investigation must not delay any necessary safeguarding referrals.

6.6 Formal Outcome

Following the investigation, GRP will provide a written response.

Where appropriate, this will include:

- A summary of the complaint.
- An explanation of the findings.
- Whether the complaint has been upheld, partially upheld or not upheld.
- Any relevant action taken or proposed.
- Recommendations or improvements arising from the complaint.
- Information about the right to request an appeal.

The level of information disclosed may be limited where confidentiality, safeguarding or data protection obligations apply.

6.7 Stage Three - Appeal

If the complainant is dissatisfied with the outcome of the formal complaint, they may request an appeal.

Appeals should be submitted in writing within **10 working days** of receiving the formal outcome.

The appeal should explain why the complainant believes the decision or process should be reconsidered.

An appeal may be requested where:

- Relevant evidence was not adequately considered.
- The complaint procedure was not appropriately followed.
- New and material information has become available.
- The outcome appears unreasonable in light of the available evidence.

Where practicable, the appeal will be reviewed by a Company Director or another suitable person who was not directly responsible for the original decision and has no relevant conflict of interest.

The appeal reviewer will consider the original findings, any new information and the grounds for appeal.

GRP will aim to acknowledge the appeal within 5 working days and provide a written appeal outcome within 20 working days, where reasonably practicable.

The appeal outcome will constitute the final stage of GRP's internal complaints procedure.

This does not prevent an individual from pursuing external advice, legal remedies or appropriate regulatory or safeguarding referrals.

6.8 Complaints and Appeals Involving the Artistic Director

Where a formal complaint or appeal concerns the Artistic Director, Will Fowler, the matter will be referred to **Rhiannon Bennett, Head of Boarding and Welfare, Deputy Designated Safeguarding Lead and Nominated Health & Safety Officer**.

Rhiannon Bennett will oversee the appropriate complaint or appeal process and ensure that the matter is reviewed fairly, impartially and in accordance with GRP's Complaints Policy.

Where Rhiannon Bennett has been directly involved in the original complaint, has participated in the original decision or a conflict of interest exists, the appeal will be referred to another suitably independent individual appointed by the Company Directors.

Where a complaint involves the conduct of a Company Director, any individual appointed to review the matter must be sufficiently independent of the person concerned.

Where the complaint involves safeguarding allegations, the appropriate safeguarding procedures and external referral requirements will take precedence over the ordinary complaints and appeals process.

7. Complaints During the Residential Programme

GRP recognises that complaints arising during a short residential programme may require a more immediate response.

GRMSC 2027 operates from Monday 19 to Friday 23 July 2027.

Complaints affecting a student's immediate safety, wellbeing or ability to participate appropriately must not be left unresolved solely because the standard complaints procedure allows longer response periods.

7.1 Immediate Welfare Concerns

Concerns involving a student's immediate welfare must be reported promptly to the Head of Boarding and Welfare or an appropriate senior staff member.

Where necessary, immediate protective or supportive measures will be implemented.

7.2 Residential Accommodation

Complaints relating to residential accommodation may include:

- Room allocations.
- Privacy or personal safety.
- Cleanliness or facilities.
- Overnight supervision.
- Student behaviour.
- Access to welfare support.
- Other matters affecting the residential experience.

The Head of Boarding and Welfare will coordinate the initial response, with support from the Deputy Head and relevant staff.

7.3 Urgent Resolution

Where a complaint requires action during the camp, staff will seek to assess it and implement appropriate interim measures as soon as reasonably practicable.

Where necessary, parents or guardians will be contacted.

A formal investigation may continue after the programme concludes, but any immediate risk must be addressed during the residential period.

7.4 Student Support

Students raising complaints will be offered appropriate reassurance and support.

They must not be disadvantaged or treated unfairly because they have reported a concern.

8. Safeguarding and Child Protection Complaints

GRP takes all safeguarding and child protection concerns extremely seriously.

Complaints involving suspected abuse, neglect, exploitation, inappropriate adult behaviour or other significant safeguarding concerns must be referred immediately through the procedures established in GRP's Safeguarding & Child Protection Policy.

8.1 Designated Safeguarding Lead

Will Fowler - Artistic Director, Head of Piano & Designated Safeguarding Lead (DSL)

The DSL is responsible for coordinating appropriate responses to safeguarding concerns in accordance with GRP's safeguarding procedures.

8.2 Deputy Designated Safeguarding Leads

Rhiannon Bennett - Head of Boarding and Welfare, Deputy DSL & Nominated Health & Safety Officer

Sophie Wells - Deputy Head, Nurse, Deputy DSL & Deputy Health & Safety Officer

The Deputy DSLs may receive and respond to safeguarding concerns in accordance with their responsibilities.

8.3 Immediate Safeguarding Action

Where a complaint indicates that a child may be at risk of harm, appropriate protective action must be taken without delay.

This may include:

- Ensuring the child's immediate safety.
- Informing the DSL or an appropriate Deputy DSL.
- Contacting children's social care.
- Consulting the Local Authority Designated Officer (LADO), where appropriate.
- Contacting the police or emergency services where necessary.
- Recording the concern and actions taken.

In an immediate emergency, staff must call 999.

8.4 Complaints Involving the DSL

Where a safeguarding complaint concerns the DSL, it must be reported to Rhiannon Bennett as Deputy DSL, provided she is not implicated in the concern.

If Rhiannon is unavailable or implicated, the concern may be reported to Sophie Wells or directly to the relevant external safeguarding authority.

Where appropriate, allegations concerning adults working with children must be referred to the Lincolnshire LADO Service.

No safeguarding referral may be delayed while GRP determines who should conduct an internal complaint investigation.

8.5 Safeguarding Procedures Take Precedence

Safeguarding concerns must not be managed solely through an ordinary internal complaints investigation.

Where an external safeguarding investigation is required, GRP will cooperate with the relevant authorities and avoid actions that could compromise their enquiries.

9. Complaints Relating to Bullying and Discrimination

Complaints involving bullying, harassment, discrimination or victimisation will be handled in accordance with GRP's Anti-Bullying Policy, Equal Opportunities Policy and relevant safeguarding procedures.

9.1 Bullying

Complaints concerning bullying will be referred to the Head of Boarding and Welfare or DSL, as appropriate.

Immediate protective measures will be considered where necessary.

9.2 Discrimination

Concerns relating to unfair treatment or discrimination will be assessed with reference to applicable equality legislation and GRP's Equal Opportunities Policy.

9.3 Retaliation

GRP will not tolerate retaliation against individuals who raise complaints or support investigations.

Any such behaviour will be addressed as a separate concern.

10. Complaints Relating to Teaching and Educational Provision

GRP is committed to providing high-quality educational experiences across its Piano, Music Theory and Singing Performance courses.

Complaints relating to educational provision may include:

- Teaching quality.
- Course organisation.

- Timetabling and scheduling.
- Assessment procedures.
- Communication with faculty.
- Educational resources.
- Student participation.
- Performance opportunities.

10.1 Initial Resolution

Where appropriate, educational concerns should initially be raised with the relevant Head of Department or Artistic Director.

10.2 Assessment and Audition Complaints

Complaints relating to admissions, audition outcomes or assessment procedures will be reviewed to determine whether published criteria and relevant procedures were applied fairly and appropriately.

A disagreement with an artistic or educational judgement does not automatically establish that the decision was improper.

However, concerns regarding procedural fairness, discrimination or failure to consider reasonable adjustments will be taken seriously.

10.3 Educational Improvements

Where complaints identify deficiencies in educational provision, GRP will consider appropriate corrective action.

11. Complaints Relating to Staff Conduct

GRP expects all staff, faculty, contractors and volunteers to maintain appropriate professional standards.

Complaints about staff conduct may include:

- Unprofessional behaviour.
- Inappropriate language.
- Unfair or disrespectful treatment.
- Failure to follow GRP policies.
- Bullying or harassment.
- Breaches of professional boundaries.
- Failure to respond appropriately to student concerns.

Complaints will be assessed by an appropriate senior member of management.

Where the complaint concerns potential abuse or other safeguarding matters, safeguarding procedures must be followed immediately.

Where appropriate, action may include further investigation, guidance, training, changes to duties or contractual measures.

The outcome will depend on the circumstances and applicable legal and contractual arrangements.

12. Complaints Relating to Fees, Invoices and Administration

GRP recognises that complaints may arise concerning financial or administrative matters.

These may include:

- Course fees.
- Invoices.
- Payment arrangements.
- Registration procedures.
- Communication delays.
- Administrative errors.
- Published terms and conditions.

Complaints relating to these matters should ordinarily be submitted to:

info@greenroomplace.com

GRP will review the concern with reference to the relevant correspondence, invoices, published terms and applicable consumer law.

Where an error is identified, appropriate corrective action will be considered.

Any refund, cancellation or financial remedy will be assessed in accordance with the applicable contractual terms and statutory rights.

Nothing in this policy removes or restricts a consumer's statutory rights.

13. Complaints Involving Stamford School

GRMSC 2027 will take place at Stamford School, which provides the venue and relevant facilities for the residential programme.

GRP recognises that some complaints may relate to facilities, services or arrangements provided by Stamford School.

These may include:

- Accommodation facilities.
- Building maintenance.
- Cleaning and sanitation.
- Catering provision.
- Accessibility.
- Site security.
- General venue facilities.

13.1 GRP Responsibilities

GRP will receive and assess complaints affecting its students or activities, including concerns involving facilities provided by Stamford School.

Where appropriate, GRP will liaise with relevant school personnel to seek a suitable resolution.

13.2 Venue Responsibilities

Where a complaint concerns a matter primarily under Stamford School's operational control, GRP will coordinate with the venue and clarify the appropriate responsibilities.

Complainants will not be expected to determine the division of responsibility between the organisations before reporting an urgent concern affecting a student.

13.3 Safeguarding and Safety

Where a complaint indicates an immediate safety or safeguarding risk, appropriate protective action must be taken without delay, regardless of which organisation has primary operational responsibility.

GRP will cooperate with Stamford School and relevant authorities where necessary.

14. Whistleblowing and Serious Concerns

GRP encourages staff, contractors and other relevant individuals to raise concerns about serious wrongdoing or unsafe practices.

Such concerns may involve:

- Safeguarding failures.
- Serious health and safety risks.

- Unlawful conduct.
- Financial wrongdoing.
- Deliberate concealment of significant incidents.
- Serious breaches of organisational responsibilities.

Where a concern amounts to whistleblowing, it should be handled under GRP's applicable whistleblowing arrangements rather than solely through this complaints procedure.

Individuals raising concerns will be treated appropriately and protected from unlawful detriment where applicable.

Nothing in this policy prevents an individual from making a protected disclosure or reporting concerns to an appropriate external authority.

15. Confidentiality and Data Protection

GRP will handle complaints in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

Information relating to complaints will be collected, used and shared only where appropriate and lawful.

15.1 Confidentiality

Complaint information will normally be restricted to individuals who require access for investigation, decision-making, safeguarding or other legitimate purposes.

15.2 Sensitive Information

Particular care will be taken when handling information concerning:

- Children and young people.
- Medical conditions.
- Disabilities.
- Safeguarding concerns.
- Personal allegations.
- Disciplinary matters.
- Other sensitive personal circumstances.

15.3 Information Sharing

Information may be shared with relevant external agencies where necessary to fulfil legal obligations or protect individuals.

Absolute confidentiality cannot be promised where such disclosure is required.

15.4 Complaint Records

GRP will maintain appropriate records of formal complaints, including:

- The nature of the complaint.
- The date received.
- Relevant correspondence.
- Actions taken.
- Investigation findings.
- Decisions and outcomes.
- Any appeal.
- Relevant follow-up actions.

Records will be stored securely and retained in accordance with GRP's records retention arrangements and applicable legal requirements.

16. External Complaints, Safeguarding Authorities and Escalation

Green Room Place Ltd. recognises its responsibility to cooperate with relevant statutory authorities where complaints involve safeguarding, child protection, serious misconduct or other matters requiring external intervention.

As GRMSC 2027 operates at Stamford School, within the South Kesteven district of Lincolnshire, the relevant local authority for children's safeguarding matters is Lincolnshire County Council.

16.1 Lincolnshire Local Authority Designated Officer (LADO)

The Local Authority Designated Officer (LADO) is responsible for overseeing and managing allegations concerning adults who work or volunteer with children, where the relevant referral criteria are met.

Where a complaint raises concerns about the suitability or conduct of a staff member, contractor, volunteer or other adult working with children, GRP will follow the appropriate safeguarding procedures and consult or refer to the Lincolnshire LADO Service where required.

Lincolnshire LADO Service

Telephone: 01522 554674
Email: LSCP_LADO@lincolnshire.gov.uk

Website: https://www.lincolnshire.gov.uk/safeguarding/local-authority-designated-officer

The LADO Service is not a general complaints body and does not replace GRP's internal complaints procedure.

16.2 Lincolnshire Children's Services

Where a concern involves suspected abuse, neglect or a child at risk of significant harm, GRP will contact Lincolnshire Children's Services as appropriate.

Lincolnshire County Council - Children's Services

Telephone (Monday to Friday, 8am-6pm): 01522 782111

Out-of-hours telephone: 01522 782333

Website: https://www.lincolnshire.gov.uk/safeguarding/report-concern

Safeguarding concerns must be reported through the appropriate telephone service. GRP must not assume that sending an email constitutes a safeguarding referral.

16.3 Police and Emergency Services

Where a child or another individual is in immediate danger, emergency services must be contacted without delay.

Emergency: 999

Police non-emergency: 101

Internal complaints procedures must not delay contact with emergency services or appropriate safeguarding authorities.

16.4 Lincolnshire Safeguarding Children Partnership (LSCP)

GRP will have regard to relevant local safeguarding arrangements and procedures established through the Lincolnshire Safeguarding Children Partnership (LSCP).

Website: https://www.lincolnshirescp.org.uk

GRP will cooperate with relevant statutory agencies and follow applicable safeguarding referral procedures.

16.5 External Complaints and Legal Rights

Individuals may seek independent advice or pursue appropriate external complaints or legal remedies where applicable.

Depending on the circumstances, relevant external organisations may include:

- Lincolnshire County Council Children's Services.
- Lincolnshire Local Authority Designated Officer.
- Lincolnshire Police.
- Information Commissioner's Office, for relevant data protection concerns.
- Appropriate employment or legal advice services.
- Other relevant statutory or regulatory authorities.

GRP's internal complaints procedure does not remove or restrict statutory rights.

All external safeguarding contact details will be reviewed before the commencement of GRMSC 2027 to ensure that they remain accurate.

17. Roles and Responsibilities

17.1 Company Directors

The Directors of Green Room Place Ltd. retain overall responsibility for ensuring that an appropriate complaints procedure is maintained.

Their responsibilities include:

- Ensuring that complaints are handled fairly and appropriately.
- Providing suitable escalation arrangements.
- Reviewing serious or significant complaints.
- Ensuring appropriate resources are available for investigations.
- Supporting corrective action where necessary.
- Monitoring recurring concerns and organisational improvements.

17.2 Artistic Director & Designated Safeguarding Lead

Will Fowler - Artistic Director, Head of Piano & Designated Safeguarding Lead

The Artistic Director will oversee the management of complaints relating to the general operation and educational delivery of GRMSC, except where an alternative investigator is required.

Responsibilities include:

- Coordinating responses to significant operational concerns.
- Supporting fair and proportionate complaint investigations.
- Ensuring that safeguarding concerns are referred appropriately.
- Liaising with staff, parents and relevant external organisations.
- Supporting the implementation of corrective measures.

17.3 Head of Boarding and Welfare

Rhiannon Bennett - Head of Boarding and Welfare, Deputy DSL & Nominated Health & Safety Officer

The Head of Boarding and Welfare will coordinate initial responses to complaints involving residential life, student welfare and relevant boarding arrangements.

Rhiannon Bennett will also act as the designated complaint and appeal contact where a matter involves the Artistic Director, subject to the conflict-of-interest provisions in Section 6.8.

Responsibilities include:

- Receiving and addressing relevant student concerns.
- Supporting students who wish to raise complaints.
- Coordinating responses to residential welfare issues.
- Maintaining appropriate records.
- Escalating serious concerns.
- Liaising with parents and guardians where appropriate.
- Monitoring the implementation of relevant corrective measures.
- Overseeing appropriate complaints and appeals involving the Artistic Director where she is sufficiently independent to do so.

17.4 Deputy Head & Nurse

Sophie Wells - Deputy Head, Nurse, Deputy DSL & Deputy Health & Safety Officer

The Deputy Head will support complaints management, particularly where matters involve medical care, student welfare or additional support needs.

Responsibilities include:

- Assisting with relevant welfare investigations.
- Supporting students who raise concerns.
- Advising on health-related matters within professional competence.
- Coordinating appropriate medical responses.
- Supporting safeguarding escalation.
- Deputising where appropriate.

17.5 All Staff and Visiting Faculty

All staff, faculty, teaching assistants, contractors and volunteers must:

- Treat complaints and concerns seriously.
- Respond professionally and respectfully.
- Report significant concerns promptly.

- Cooperate with appropriate investigations.
- Maintain confidentiality.
- Avoid retaliation or inappropriate conduct towards complainants.
- Follow GRP's safeguarding and complaints procedures.

18. Monitoring, Feedback and Continuous Improvement

GRP will review complaints and feedback to identify opportunities for improvement.

This may include:

- Identifying recurring concerns.
- Reviewing teaching and course delivery.
- Evaluating residential welfare arrangements.
- Considering staff training needs.
- Reviewing communication and administration.
- Improving operational policies and procedures.

Where appropriate, findings from complaints may be discussed by relevant senior staff and Company Directors.

GRP recognises that constructive feedback is an important part of maintaining professional standards and improving the experience of students and families.

19. Policy Review

This policy will be reviewed at least annually and before each residential programme.

Additional reviews may take place following:

- Significant complaints or incidents.
- Changes to relevant legislation or guidance.
- Changes to the programme or venue.
- Recommendations arising from investigations.
- Feedback from students, parents or staff.
- Changes to GRP's organisational structure or procedures.

GRP will ensure that any significant amendments are communicated to relevant personnel.

20. Policy Approval

This Complaints Policy has been prepared for Green Room Music Summer Camp 2027 and will be submitted for approval by the Directors of Green Room Place Ltd.

Following approval, this policy will apply to all relevant GRP activities associated with the programme.

All staff members, visiting faculty, teaching assistants, contractors and volunteers are expected to familiarise themselves with and comply with its provisions.

GRP is committed to ensuring that all students, parents, guardians, staff and participants have access to a fair, respectful and transparent process for raising concerns and seeking appropriate resolution.

GREEN ROOM PLACE LTD.

Green Room Music Summer Camp (GRMSC)

Registered Office: 20–22 Wenlock Road, London, England, N1 7GU

Email: info@greenroomplace.com

Website: www.greenroomplace.com

Designated Safeguarding Lead: Will Fowler

Email: willfowler@greenroomplace.com

Deputy Designated Safeguarding Leads: Rhiannon Bennett and Sophie Wells

The safety, dignity and wellbeing of every child are central to Green Room Place Ltd.'s educational and residential activities.