

COVENTRY MUSIC CUSTOMER SERVICES POLICY

Coventry Music is the major provider of music activity to children and young people across Coventry and deliver this in partnership with schools, partners and regional arts organisations. Coventry Music strives to support schools, raise standards and to provide an inclusive, diverse, rich and balanced programme along with opportunities for training and development.

We ensure high-quality teaching and learning across a wide variety of diverse styles and genres working with professional artists from many cultural backgrounds and provide a number of high-profile performance opportunities which showcase talent, progression and achievement.

<https://www.coventrymusichub.co.uk/>

- As part of Coventry City Council, Coventry Music is in the Education Entitlement Service.
- Maintaining good relationships with all partners is a priority.

COMMUNICATIONS

- Coventry Music responds to communications as immediately as possible. All emails will aim for response within a target of 3 working days.
- The Coventry Music office at Drapers' Hall will aim to be open during regular office hours (9.00am – 5.00pm) Monday to Friday.
- Calls to the office can be made from 8.30am.
- Calls to the office will be responded to in person. When this is not possible, an answer machine message will allow a message to be left and will be followed up by a member of the team.
- All communications will be shared with the necessary personnel to enable outcomes to be reached as quickly as possible.
- All staff will be aware of the composition of the Coventry Music Hub to provide the best advice on opportunities for users of the Service.

COMPLAINTS PROCEDURE

- Coventry Music adheres to the complaint procedure of Coventry City Council: <https://www.coventry.gov.uk/contact-council/comments-compliments-complaints/2>

POSITIVE RELATIONSHIPS

- All persons will strive to maintain positive relationships. Communications with schools and partners should be courteous and helpful in a way to reflect the Service in accordance with One Coventry Values:
https://www.coventry.gov.uk/downloads/download/3018/one_coventry_plan_council_plan_2016-24
- Coventry Music will always hold the interests of the child first as paramount.
- Coventry Music will treat all with value and respect, putting customers first and being adaptable in our approach.

PRICING

- Please refer to Coventry Music's 'Pricing Policy' regarding lesson payment or payment queries.

TEACHING

- If a customer has concerns regarding the quality of delivery from Coventry Music, they should contact the Coventry Music SLT via: music@coventry.gov.uk
- Coventry Music carries out supportive visits to schools to ensure that all work is of the required quality. CPD is offered to all tutors to ensure that teaching practice is of the highest standard.
- Any issues are addressed with a conversation to seek a resolution. In the event of this not being possible to the satisfaction of the customer, a change of tutor will be sought.

CUSTOMER BEHAVIOUR

- Coventry Music staff are instructed to deal with communications in a calm and helpful manner. Staff are advised to keep a record of any intimidatory or threatening behaviour and have the right to terminate calls if appropriate.

- Staff should keep a copy of any emails deemed to be harassment or intimidatory. Staff should refer any problems to their Line Manager who may refer to the appropriate colleague within the Council. The Council has a Safeguarding duty to protect employees.