



Unit 19 Avenue B Nottingham NG1 1DU

FAST FORWARD Complaints Policy 2025

What To Do First

Most concerns and complaints can be sorted out quickly by speaking with your child's tutor or managing director. Any teacher or member of the administrative staff can put you in contact with the right member of staff. If you have a complaint that you feel should be looked at by the Head of Service in the first instance you can contact him/her straight away if you prefer.

It is usually best to discuss the problem face to face.

You may need an appointment to do this, and can make one by ringing or calling into Fast Forward.

You can take a friend or relation to the appointment with you if you would like to.

All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the Fast Forward to do to put things right. Of course, this does not mean that in every case they will come round to your point of view but it will help both you and Fast Forward to understand both sides of the question. It may also help to prevent a similar problem arising again.

What to do next

If you are dissatisfied with the initial response or you do not want to discuss the matter informally, you can make a formal complaint. This will need to be in writing. Contact the Fast Forward office if you need help to put your complaint in writing. If your complaint is about an action of the Head of Service personally, then you should refer it to the committee now.

Contact details are available from Fast Forward or on our website. You may also find it helpful at this stage to have a copy of the full statement of the Fast Forward Complaints Policy as this explains in detail what processes are followed. This is available from the Fast Forward office and on our website. The managing director will ask to meet you to discuss the problem. Again you may take a friend or someone else with you if you wish. The managing director will arrange for a full investigation of the complaint and may interview any members of staff or pupils involved. You will receive a written response to your complaint.



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If you are still unhappy

Most complaints are resolved at this stage. However, if you are still not satisfied you have the right to contact the Chair of the Governing Body to ask for a referral of your complaint to a Complaints Panel. It will then be heard by a group who have no previous knowledge of the problem and so will be given a fresh assessment. You will be invited to attend and speak to the panel at a meeting that the managing director will also attend. The Complaints Procedure explains in more detail how these meetings operate.

Further Action

Complaints about Fast Forward are almost always settled within the provision but if they remain unresolved they can be referred to the Nottingham City / Shire Council alternative provisions. The City / Council will expect the complaint to have been considered by the provision first. There is more detail in the full Complaints Policy, on the Fast Forward website if required.

For all complaint related enquiries email: lessons@fastfowardmusic.net