

Royal Northern College of Music Freedom of Information Complaints Procedure

The Royal Northern College of Music aims to comply fully with its obligations under the Freedom of Information Act and to ensure that the service it provides for those wishing to gain access to information is simple, efficient and effective.

If you feel the service you have received does not meet these aims or your expectations, you are advised in the first instance to contact:

Quality Assurance and Enhancement Manager
Royal Northern College of Music
124 Oxford Road
Manchester, M13 9RD
E: foi@rncm.ac.uk

The College hopes to be able to resolve any issues swiftly on an informal basis.

If you still feel your complaint has not been dealt with sufficiently, and wish to make a formal complaint, you should write to:

Vice-Principal (Operations)
Royal Northern College of Music
124 Oxford Road
Manchester, M13 9RD

Where the complaint concerns a request for information under the general rights of access, a review will be undertaken by someone senior to the person who took the original decision, where this is reasonably practicable. This will enable the Vice-Principal (Operations) to reach a decision based on all of the factors relevant to the case. If the Vice-Principal (Operations) was involved in the original decision the complaint will be handled by the Head of Quality Assurance and Enhancement.

You will be notified in writing of the outcome within 10 working days, unless it is apparent that the review will take longer than the target time in which case you will be informed of the reasons for the delay and the date a decision is expected.

Having gone through the College's internal review procedure, if you are still not satisfied with the outcome you have the right, under section 50 of the Act, to complain directly to the Information Commissioner, the independent body that oversees the Freedom of Information Act. Contact details are as follows:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

T: 01625 545700