



The Institute
of Contemporary
Music Performance

Student Complaints At ICMP

At ICMP we work hard to provide a high-quality service to you at all times and in all areas and activities. However, we recognise that on occasion a student may be dissatisfied with a standard of service. If you are not satisfied with something, then please follow our official complaints and appeal procedures.

If you are considering making an appeal or complaint you are strongly advised to contact complaints@icmp.ac.uk in the first instance. The complaints mailbox acts as a first point of contact when seeking to raise a complaint or submit an appeal.

The complaints mailbox is monitored by a staff team who on receipt of a complaint, supports the complainant by clarifying the subject of the complaint, the desired outcome and aligning the complaint to the correct procedure.

For the avoidance of doubt, each procedure relating to each programme is available on [MyICMP](#) and within the Programme Handbook.

Public Complaints At ICMP

If you are considering making a complaint you are strongly advised to contact complaints@icmp.ac.uk in the first instance. The complaints mailbox acts as a first point of contact when seeking to raise a complaint.

The complaints mailbox is monitored by a staff team who on receipt of a complaint, supports the complainant by clarifying the subject of the complaint, the desired outcome and aligning the complaint to the correct procedure.