

Complaints Procedure

1. Introduction

At Samantha Dene's Dance and Fitness the team are committed to working in a close partnership with parents, guardians and anyone attending our dance and fitness sessions. A vital aspect of this partnership is the need for the teachers to know when things are not going right.

The team takes all expressions of concern seriously and aims to follow them up courteously and promptly. In any dance school things can go wrong but we will do all we can to sort any problems. Two things tend to make parents reluctant to complain or to express concerns:

- 1) A fear that the school will not see the issue to be important: please be assured that, if it is important to you, it is important to us.
- 2) A fear that a concern or complaint may lead to repercussions for the student: under no circumstances will we as a dance school discriminate against a student because of expressions of concern or complaints.

2. Our policy:

1. Gives you confidence in our willingness to listen and our determination to be open, honest and fair in our dealings;
2. It highlights the routes anyone can follow if they feel that something is not right, i.e that they or their child is unhappy in classes, being treated unfairly, bullying or any other reason they have for concern;
3. Aims to make it as easy as possible to voice a concern or submit a complaint;
4. Recognises that all complaints are deserving of a response within five working days, and as soon as possible during the school holidays;
5. We will keep all of those involved up to date with the procedure we are taking, for example if the problem can not be dealt with immediately we will tell the parent, student/adult what is being done and when to expect a reply;
6. At Samantha Dene's Dance and Fitness we treat each concern or complaint seriously however it is made, whether in person, by telephone or in writing (letter or e-mail);

7. We will deal with each concern or complaint promptly and politely;
8. Respond appropriately, with for example an explanation or an apology if we have made an error. We will wherever possible, make sure that complaints are resolved and that relationships are repaired.
9. Samantha Dene's Dance and Fitness views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

3. Making a complaint

We hope that you will feel that concerns can initially be raised and resolved on an informal basis. You should always feel free to speak to Samantha Boden in person or by phone, email or in writing, please see contact details below in paragraph 4.

If you feel the initial expression of concern has not been:

- 1) Handled properly by a member of staff
- 2) Resolved within a reasonable period
- 3) Resolved in a satisfactory way
- 4) If you feel that your complaint is more serious than a concern

You can make a formal complaint in writing either by email or letter.

4. Contact Details

Should you wish, you should send a formal complaint including full details on the scenario, the nature of the complaint, any relevant documents and full contact details in an email to Samantha Boden at:

samanthadenes@outlook.com

or by letter addressed to:

Samantha Boden

Pen-Y-Garreg Farm

Milwr

Holywell

Flintshire

CH8 8HE

Verbal concerns or complaints should be made via phone call to Samantha Boden on:

07598 430454

or complaints in person can be made outside of class time to the Principal Samantha Boden.

5. Course of action:

After considering the complaint, Samantha will:

- 1) If necessary consult other colleagues, and will decide upon the appropriate course of action to take;
- 2) May ask to meet you for a discussion about the problem, normally within 10 days of receiving the complaint;
- 3) Will conduct a full investigation of the complaint and may interview any members of staff or students involved. If possible, a resolution will be reached at this stage. You will receive a written response to the complaint, giving reasons for the way the complaint has been resolved.
- 4) In more complex cases it may be necessary for the Director, Samantha to carry out further investigations that may delay a resolution.
- 5) Once the team are satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made about how best to resolve the complaint, and parents informed of this decision in writing (within a further 14 working days after the initial discussion). The letter will also give reasons for the decision.

6. Confidentiality

- Parents, guardians, adults and carers can be assured that all concerns and complaints are treated seriously and confidentially.
- We will follow our Privacy Policy at all times.
- All complaints will be logged at the earliest possible opportunity and may be referred to in future if necessary.
- Written records are kept of all complaints, of all meetings and interviews held in relation to complaints, and of the outcomes of complaints.

Responsibility

The overall responsibility for this policy and its implementation lies with Samantha Boden.