

Complaints Policy

The School of Ballet Theatre UK sets out to ensure that;

- The school and its staff listen and act upon all complaints.
- All complaints are investigated thoroughly, fairly and promptly.
- Wherever possible, The School of Ballet Theatre UK will find a resolution.
- Persons lodging a complaint will not suffer as a result of a complaint.

This procedure is to be used when necessary, in addition to the scheduled discussions regarding problems and concerns that take place in school on a day-to-day basis. It is only when the complainant remains dissatisfied with the outcome of such discussions that further steps may need to be taken.

This procedure applies to all staff and students.

The policy is available to all parents and students of The School of Ballet Theatre UK. This policy aims to;

- Give careful consideration to all complaints and deal with them fairly and honestly.
- Allow sufficient opportunity for any complaint to be fully discussed
- Resolve issues through open dialogue and mutual understanding.
- make every effort to ensure parents and/or students who wish to complain are given an appointment at a convenient time.

Monitoring and Review

The Principal of The School of Ballet Theatre UK and its Senior Faculty will monitor the Complaints Policy and Procedure, in order to ensure that all complaints are handled properly. The Principal and the School's Administrators will check the complaints file regularly for logs of complaints received, identifying any trends over time and to note how efficiently complaints are resolved. The Principal will examine this log on an annual basis and consider the need for any changes to the procedure.

Discussion of the complaints policy will be included annually in a full faculty and staff meeting, held at the start of the academic year.

Complaints Procedure

Most complaints can be dealt with informally, however, if a parent or student has a concern that is about the School, the education provided or matters in house, please discuss the matter with the school office or pastoral care team first. In most cases, concerns can be dealt with before they reach the stage of a formal complaint.

Where a complaint is made, the School office will record the steps taken to resolve the issue

informally and keep notes of discussions. However, it is recognised that teachers of the school do not wish to discourage parents and/or students from voicing concerns by formally logging any events of concern. Complaints resolved at stage 1 will be logged in brief; those unresolved at stage 1 will be logged in full.

Students who make a complaint will be considered sympathetically. No student will be penalised for making a complaint in good faith. In the first instance students should share their complaint with the school office or pastoral care team. If they feel they cannot do this it should be shared with the member of staff they feel most comfortable with. Discussions will then take place.

The member of staff, upon hearing the complaint, will aim to resolve the problem as soon as is possible. If the issue is not resolved, the student may be referred to a senior member of staff who will listen, consider and try to resolve the complaint. Records of the complaint will be made in the Student Complaint folder held in the school administration office.

Stage 1 – Informal

If the parent and/or student has a concern, an appointment for an informal discussion can be made to speak with the school office or pastoral care team. In many cases, the matter will be resolved straightaway to equal satisfaction.

If the issue cannot be resolved it may be necessary for him/her to consult with the Principal. All complaints are taken very seriously. The class teacher and Senior Faculty will then discuss the matter again with the parent and/or student within 10 days. It is hoped that most complaints can be resolved at this stage.

Staff involved will write a brief record of the complaints and note the date on which they were received. Should the matter not be resolved within 10 working days or in the event that the School and the parent fail to reach a satisfactory resolution, then students/parents will be advised to proceed with their complaint in accordance with stage 2 of this Procedure.

Stage 2 – Formal

If the matter cannot be resolved informally the parent can make a formal appointment to see the Principal. The complaint would need also to be made in writing before the meeting. The appointment must be made via the School office, not directly with the Principal. If the complaint is about the Principal, then parents would need to write to the Business Manger to make a formal complaint.

When writing, please clarify the nature of the complaint and describe the steps already taken to resolve it. Parents should state their views on discussions with The School of Ballet Theatre UK so far, and describe any action they would like to see taken to remedy their concerns.

Parents will be notified of the outcome of any investigations or enquiries within 10 working

days of receipt of the stage 2 complaint. Should the complaint be received immediately before or during a holiday period, the time taken to investigate the issue and to inform the parents of findings, may be in excess of 28 working days.

The School will keep written records of all meetings and interviews held in relation to the complaint and will at all times, endeavor to ensure that issues are dealt with properly and fairly.

Where a parent is not satisfied with the response to a complaint made in writing, provisions will be made for a meeting before a panel appointed by or on behalf of the Director. In other words, a parent should proceed to stage three of this procedure.

Stage 3 – Formal, Panel Meeting

At this stage, a panel will meet to consider the complaint, meet parents and make a final decision about the complaint on behalf of the Director. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of The School of Ballet Theatre UK, and will have no connection, past or present, with the school.

Each of the Panel members shall be appointed by the Director. Parents will be requested to submit written evidence to support the complaint. The Director, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as is possible; normally within 28 working days.

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter, be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than two days prior to the hearing.

Parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate but if required, the identity of the person(s) attending should be made known to the panel not less than 10 days beforehand.

If possible, the Panel will resolve the student/parents' complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.

After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within a further seven days of the hearing.

The Panel will write directly to the student and parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any,

recommendations will be sent in writing to the parents, the Principal and the Director and where appropriate, the person complained about.

A written record of all complaints and resolutions will be kept. These records will be kept for at least three years and will be made available for inspection on the School's premises by the Principal.

Students and their parents can be assured that all concerns and complaints will be treated seriously and confidentially.

All correspondence, statements and records will be kept confidential.