



## **Complaints Policy and Procedure**

Elibah School of Dance is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes. Discussion or compromise will often quickly resolve minor issues before they turn into further problems.

This policy constitutes the Formal Complaints Procedure.

The present Teacher will be responsible for managing complaints and communicating with the registered person. If a complaint is made against the Teacher, you must contact The Principal, Kali Dicks on 07739097350 who will log your complaint and launch a full investigation.

### **Stage One**

If a parent/carer has a complaint about some aspect of the company's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or Kali Dicks. Elibah School of Dance is committed to open and regular dialogue with parents/carers and welcome all comments on its services, regardless of whether they are positive or negative. In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, Kali Dicks should be approached and she will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

### **Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to Kali Dicks at [kali@elibah.dance](mailto:kali@elibah.dance) Relevant names, dates, evidence and any other important information on the nature of the complaint should be included. Elibah School of Dance will acknowledge receipt of the complaint as soon as possible – within seven working days. The matter will be fully investigated and dealt with no later than 28 working days. If there is any delay, Elibah School of Dance will advise the parent/carers of this and offer an explanation. Kali Dicks will be responsible for sending a full and formal response to the complaint to the parent/carer concerned and copy all relevant members of staff to the email, if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to Elibah School of Dance's policies or procedures emerging from the investigation. Kali Dicks will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and Elibah School of Dance's response to it. Either party may need to consider consulting an external mediator who is acceptable to both parties and will offer support and advice. The mediator must ensure discussions are kept confidential. A formal record of all meetings should be taken and made available for those concerned, should they wish to see them.