

COMPLAINTS PROCEDURE



Approved by:	The Principal
Reviewed by:	Bronwen Patching
Date:	16 th June 2022
Next Review:	Summer Term 2023

1 **Circulation:** This policy is addressed to the Senior Management Team; to all members of the teaching staff, including school medical staff ; and, on request, to parents and pupils.

2 **Policy status:** The Principal of Adagio School of Dance has approved the policy. It provides guidelines for handling concerns and complaints. The procedures set out below may be adapted as appropriate to meet the policy aims and circumstances of each case. Certain procedures can only be carried out during term time.

3 **Application:** Separate procedures apply in the event of a child protection issue or if the Principal expels or asks a pupil to leave.

4 **"Parent(s)"/"You"** includes a current or prospective parent or legal guardian or education guardian.

5 **Two stages:** This policy describes a four stage procedure -

Stage 1 - Informal raising of a concern or difficulty notified orally or in writing to a member of staff.

Stage 2 - A formal complaint in writing to the Principal.

Separate procedures apply if a pupil has been expelled or asked to leave or if a child protection issue has arisen.

A concern about the safety of your child should be notified immediately to the person you believe is best placed to take urgent action and should be confirmed in writing to the Principal.

Policy Aim and Statement

6 Aim: The aim of this policy is to ensure that a concern or complaint is managed sympathetically, efficiently and at the appropriate level and resolved as soon as possible. Doing so is good practice, it is fair to those concerned and it helps to promote parents' and pupils' confidence in our ability to safeguard and promote welfare. We will try to resolve every concern or complaint in a positive, way with the aim of putting right a matter, which may have gone wrong and where necessary, reviewing our systems and procedures in light of the circumstances.

7 Policy statement: We need to know as soon as possible if there is any cause for dissatisfaction.

We recognise that a difficulty that is not resolved quickly and fairly can soon become a cause of resentment which, could be damaging to relationships and also to our school culture. Parents and pupils should never feel - or be made to feel - that a complaint will be taken amiss or will adversely affect a pupil or his/her opportunities at this school. The policy however distinguishes between a concern or difficulty which can be resolved informally and a formal complaint which will require investigation.

8 Designated Person: The Principal has appointed a senior member of staff ("Designated Person")

to be responsible for investigating and resolving complaints. If the designated person is unavailable or is the subject of the complaint, his/her duties will be carried out by the Principal or another senior member of staff. The main responsibilities of the designated person are to -

8.1 Be the first point of contact while the matter remains unresolved and keep records.

8.2 Co-ordinate the complaints procedures in school.

8.3 Maintain an on-going training programme for all school employees in relation to complaints.

8.4 Monitor the keeping, confidentiality and storage of records in relation to complaints.

8.5 Report regularly to the Principal with respect to complaints.

9 Duty Officer: A senior member of staff is designated the Duty Officer at all times when the school is open. The Duty Officer has authority to take decisions relating to most matters of pastoral care and discipline. The Duty Officer can be contacted by means of email and telephone, details of which are provided on the school's website at all times.

10 [Red form]: Every concern or complaint notified to a member of staff will be noted, together with the action taken, on a standard form known as a Red.