

Complaints Policy for Danceworks

At Danceworks, we are committed to providing a safe, supportive, and respectful environment for our students, staff, and their families. We value your feedback and take all concerns seriously. This policy outlines the procedure for submitting and addressing complaints in a clear and respectful manner.

1. Purpose

The purpose of this Complaints Policy is to ensure that any concerns or complaints raised by parents, guardians, students, or staff are dealt with in a fair, transparent, and timely manner. We aim to resolve issues constructively and maintain a positive atmosphere at Danceworks.

2. Types of Complaints

Complaints can be raised about various matters, including but not limited to:

- Behaviour or conduct of students, staff, or other members of the community.
- Issues with class content, scheduling, or instructors.
- Facilities or safety concerns.
- Miscommunication or administrative issues.
- Any other issue affecting the experience or well-being of students.

3. How to Make a Complaint

- **Step 1: Informal Discussion**

If you have a concern, we encourage you to initially approach the relevant staff member or instructor informally. Many concerns can be resolved quickly through a direct conversation or discussion. You can do this in person or by contacting us via phone or email. We believe in addressing issues early on to prevent escalation.

- **Step 2: Formal Complaint**

If the issue cannot be resolved informally or if you feel uncomfortable doing so, please submit a formal written complaint. You can do this by:

- Emailing info@danceworksstudios.co.uk or
- Speaking to our front desk

Please include the following details in your formal complaint:

- The nature of the complaint.
- Any relevant dates, times, and people involved.
- Any action you have already taken to address the issue.
- Your preferred outcome or resolution.

All formal complaints will be acknowledged within 3 business days.

4. Complaint Investigation and Resolution

- **Step 1: Acknowledgement**

Upon receiving a formal complaint, Danceworks will acknowledge receipt within 3

business days. We will inform you of the steps we will take to investigate the matter and give you an estimated timeline for resolution.

- **Step 2: Investigation**

We will investigate the complaint in a fair and thorough manner. This may include reviewing documents, speaking to those involved, and gathering information. If necessary, a meeting will be arranged with the relevant parties to discuss the issue in person.

- **Step 3: Resolution**

After the investigation is complete, we will provide a written response within 10 business days outlining:

- The findings of our investigation.
- Any actions that will be taken to address the issue.
- If applicable, steps we will take to prevent similar issues from arising in the future.

If further discussion or action is needed, we will work with you to ensure an appropriate resolution.

5. Escalation

- If you feel that the complaint has not been resolved to your satisfaction, you may escalate the matter to the Danceworks management team. We will review the case again and, if necessary, involve third-party mediation to reach a final resolution.
- If the issue cannot be resolved within Danceworks, and it concerns the welfare of children or any legal or serious matter, we will advise you on how to proceed with external agencies or bodies as necessary.

6. Confidentiality

All complaints will be handled in the strictest confidence. Only those directly involved in the investigation will be privy to the details of the complaint, and we will respect the privacy of all parties involved. However, if the complaint involves any safeguarding or child protection concerns, we are legally obliged to report it to the appropriate authorities.

7. Non-Retaliation

Danceworks takes all complaints seriously and will not tolerate retaliation or discrimination against anyone who files a complaint in good faith. We encourage open communication and aim to create a positive, safe, and respectful environment for all students, parents, staff, and guardians.

8. Review of Policy

This Complaints Policy will be reviewed periodically to ensure it remains effective and relevant. If any changes are made, parents, guardians, and staff will be notified.

Contact Information: For further questions or to submit a complaint, please contact:

- **Email:** info@danceworksstudio.co.uk
- **Phone:** 01242 233 338

- **Address:** 35 St George's Street, Cheltenham, GL50 4AF

Thank you for your cooperation and support in maintaining a positive and productive environment at Danceworks. We value your input and strive to continually improve the experience for all our students.