



Complaints Procedure

Carlisle Dance Academy believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Academy and will give prompt and serious attention to any concerns about the running of the school. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care, treatment, tuition they are being given/provided, they should in the first instance take it up with the class teacher or a senior member of staff.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the manager/principle of the school. The manager/principle will then investigate the complaint and report back to the parent within 3 weeks. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved and there is still on an going issue the parent is not happy about, the Academy will hold a meeting/discussion between the manager/principle, parent and the class teacher to ensure that it is dealt with comprehensively. The Academy will make a record of the meeting and document any actions.

A record of complaints will be kept in the Academy. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Reviewed by Owner/Principle: L.Irwin _____

Date: July 2020

Date to be reviewed: July 2021