

Complaints Procedure

Clee Academy of Dance is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending.

We welcome suggestions on how to improve our dance school and we will give prompt and serious attention to any concerns about the running of the dance school.

It is the hope of Clee Academy that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedure will be followed.

STAGE 1

- Any parent/carer who has a concern about any respect of the dance school is encouraged to discuss this with the dance teachers.
- Most complaints should be resolved informally at this stage.
- The complaint and outcome will be recorded

STAGE 2

- If the parent/carer is not satisfied with the response/outcome the parent/carer will proceed to stage 3 and put the complaint in writing to the owner.
- The written complaint will be stored within the child's personal record and recorded in the complaints log.
- The owner will investigate the complaint and record a detailed account of how the complaint is resolved within 21cdays
- When the complaint has been investigated the owner will discuss the outcome with the parent/carer.
- The dance school will undertake to resolve the complaint within 5 working days.

STAGE 3

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the owner.
- The complaint will be discussed and a written record of the discussion and agreed decision or action made.
- All parties at the meeting will sign and date the written record and receive a copy. The record will be stored with the child's records and in the complaints log.
- The signed record signifies that the procedure has concluded.

The complaints procedure and above details will be displayed prominently within the dance school.

All complaints against our dance school, and or the children and/or the adults working within in our setting will be recorded in detail in the complaints log which will be made available to parents if requested.

The owner is responsible for managing complaints.

This policy has been adopted by Clee Academy of Dance

Signed on behalf of the dance school by:

Beverley D Wade Principal Teacher/Owner

Date 21.05.2018

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