



# *THE KNIGHT'S ACADEMY OF DANCE*

## *Complaints Policy*

**Last reviewed: September 2019**

This policy will be reviewed at least annually and/or following any updates to national and local guidance and procedures

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# THE KNIGHT'S ACADEMY OF DANCE

## *Customer Service Policy*

### *Statement of intent*

The Knight's Academy of Dance (***the dance school***) is committed to providing a safe and enjoyable learning experience for all dancers at the school. Teachers and staff will always endeavour to provide a high-quality service to all dancers and their parents/guardians through implementing best practice to ensure the health, safety and welfare of all individuals associated with the dance school.

Despite the best efforts of the school there will inevitably be occasions when a concern needs to be addressed and resolved. In most circumstances it is possible to resolve a problem as soon as it occurs. We promote open communication and are happy to discuss any concerns in confidence at a mutually suitable time.

### *Stages in the Complaints Procedure*

If the problem cannot be resolved through an informal discussion, then the following procedure must be followed.

#### **Stage 1**

Contact the member of staff you first dealt with, giving details of what you wish to complain about. If the complaint is made in writing or through an answer message, we will inform you that we have received it within three working days. The member of staff will investigate your complaint with the aim to settle the complaint as quickly as possible. Please tell us how you would like to be contacted to receive our response.

In most cases you will receive a full reply to your complaint within 10 working days of making the complaint. If we cannot give you a full reply in this time, we will tell you why and inform you of when you are likely to receive it.

#### **Stage 2**

If you are dissatisfied with the response you receive from the member of staff you may ask us to review the complaint by emailing Stacey Knight (***the Principal***) with the word 'Complaint' in the email subject. You must request Stage 2 within 10 working days of receiving our response to Stage 1. Please put in writing:

- what happened;
- when it happened (dates and times);
- who dealt with you; and
- what you would like us to do to put it right.

The decision will be given to you in writing 10 days after receiving your request for Stage 2.

#### **Stage 3**

If you are still unhappy, we will ask you to attend a meeting with us to discuss your complaint in more detail. We would send you a written record of the meeting and a formal reply to your complaint. This meeting will take place 10 working days after Stage 3 was requested.

**Your personal information**

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. We will only give your personal information to other people if you have given us permission to do so.

**Equal opportunities**

We are committed to equal opportunities and take complaints about discrimination seriously.

The Knight's Academy of Dance records information about the ethnic background, age, sex, religion, sexual orientation and disability of everyone who makes a complaint so that we promote and maintain our equal opportunities commitment. We will keep all information confidential.

**Reviewed by Stacey Knight, Principal**

**Date: 6<sup>th</sup> September 2019**