

MISS JOANNE FARNELL SCHOOL OF DANCING

COMPLAINTS POLICY

We value our good relationships with all our pupils and their parents and aim to deal with any complaints or concerns sensitively and promptly.

WHAT IS MEANT BY A COMPLAINT?

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the dance school or its employees affecting an individual person or group of people who are receiving a service.

COMPLAINTS PROCEDURE

Stage 1 – At the point of service delivery

The MJFSD staff member receives the initial approach from the complainant and attempts to resolve their concerns to the best of their ability and to the complainant's satisfaction.

Employed teachers or individuals will pass any issues raised to Miss Joanne. It is important to respond properly, fairly and consistently when a complaint is made. The Complaints Procedure will assist with this.

When a complaint has been dealt with quickly and fairly, the complainant feels they have been listened to and understood. Just as importantly, knowing how and why things have gone wrong is valuable information in helping us to improve our services, and make best use of our resources.

All complaints made must be reported to Miss Joanne.

Individuals should aim to settle complaints quickly and amicably. However, complainants who are still not satisfied after Stage 1 must be referred to Stage 2 of the Complaints Procedure.

Stage 2 – by the Principal

In Stage 2, the complaint will be investigated fully and objectively by the Principal, Miss Joanne. The complainant should be informed as to who is dealing with their complaint, kept informed about progress and action being taken if the review of the complaint is likely to take more than a few days. A written reply must be sent to the complainant within 10 working days of the request for their complaint to be investigated.

In complex cases, the complaint may take longer than 10 working days to investigate, but the complainant must still be notified in writing of progress to date, the reason for the delay and the revised timescale, within those 10 working days.

Moving on from a complaint

When a complaint has been found to be justified, the dance school's objective will then be, as far as possible, to put the complainant in the position he or she would have been in had things not gone wrong. Depending on circumstances, this will usually be achieved by:

- apologising to them and explaining what went wrong
- providing the service the person wanted
- changing things so that the cause of the complaint is not repeated

In some circumstances, a personal visit or other gesture, to mend damaged relationships with a complainant may be appropriate. There is no specific stage at which this approach should be taken and is at the discretion of the Principal.

What we ask of you

Ourselves or our staff should not be expected to deal with rude, abusive or threatening behaviour. If such unpleasant behaviour is encountered and cannot be calmed down, staff will politely state that they will have to terminate the contact (put the telephone down/leave the room etc.). The dance school will take appropriate action against any individuals who are abusive to staff.