

Managing Complaints at Freesoles Dance

Complaints can be raised to Victoria Race at freesolesdance@outlook.com

If you feel unable to raise your complaint to Victoria, you can raise it to either Fern Hussey or Danielle Cusworth as class.

If you feel unable to raise your complaint to the school, you can raise it to any of the awarding bodies we are registered with:

The International Dance Teachers Association

The Royal Academy of Dance

BBODance

Rambert Grades

The contact details of all these organisations can be found on our website. We would prefer you always raised your complaint to us first so we can remedy any issues you raise but recognise that there may be circumstances where this feels unsafe or inappropriate so wish to provide you with as many appropriate options as possible.

How to raise a complaint:

- Complaints should be raised in writing and sent to freesolesdance@outlook.com
- All complaints will be acknowledged within 72 hours of receipt.
- All complaints will be managed in accordance with this policy.
- The complaints process shall be managed in line with the needs and circumstances of the complainant.
- At the final stage of the complaints process, written correspondence will always be provided outlining the outcome of the complaint and actions taken.

In managing our complaints, we will:

- Always act in accordance with relevant legislation and guidance
- Always act legally regarding the rights of the complainant
- Ensure that as a school maintain a culture where we value complaints and value the feedback mechanism they create.
- Ensure lessons are learnt from any complaints raised and that we have clear roles and responsibilities within the school to action this.
- Ensure that all staff are equipped and empowered to address complaints that may arise within the normal parameters of their role.
- Ensure that our approach to complaints is outcome and customer focused.

We will be customer focused:

- We will listen to you and take time to carefully consider your complaint.
- We will be clear about how the complaint will be managed.
- We will deal with all complaints promptly and sensitively.
- We will take into consideration the individual circumstances of the complainant.
- We will take time to ensure we understand the outcome the complainant is seeking.
- We will be flexible in our approaches and work with other organisations e.g. theatres, awarding bodies or venue managers where appropriate to address issues raised.

We will be accountable, fair and proportionate:

- We will provide clear information on how to escalate a complaint if necessary.
- Be honest, evidence based and give clear explanation and reasons for our decisions.
- We will keep full and accurate records.
- We will treat all complaints fairly and impartially and act without discrimination or prejudice.
- We will ensure all complaints are fully investigated to establish the facts to the best of our knowledge.
- We will make sure that our decisions are appropriate, proportionate, and fair.
- We will ensure, where possible, that complaints are reviewed by someone who was not directly involved in the practice that led to the complaint.
- We will always ensure fair treatment of any staff members who are complained about.

Where we make a mistake:

- We will acknowledge the mistake and apologise as appropriate.
- We will take prompt and appropriate action to remedy our errors.
- We will consider all options available to us when offering improved solutions.
- We will consider and try to address, where we are able, any additional injustices or hardships that have resulted for the complainant through the initial experience or the process of complaint.
- We will record all complaints and analyse any complaints raised to ensure improved practice and appropriate learning and where possible and appropriate we will share this learning with the complaint along with details of changes we have made to our ways of working.

This policy was written on the 06/11/2023 by Victoria Race and will be reviewed annually and updated as necessary.