



NORTH HAMPSHIRE  
ACADEMY OF DANCE

# Complaints Policy 2020-21



## Introduction

This policy accepts the definition of a complaint as being 'an expression of a specific concern about matters that affect the quality of the student's learning experience'. In this regard, North Hampshire Academy of Dance view all complaints as positive opportunities to learn from and improve the learning experience of all students. This policy and procedure details the process by which these expressions of concern, otherwise known as complaints, are dealt with. The aim of this policy is:

- to reach a resolution to the complaint / dispute as quickly as possible and as near as possible to the source of the complaint or dispute;
- to record the nature and outcome of complaints;
- to review practices and procedures in the light of this to inform improvements.

North Hampshire Academy of Dance undertakes to apply the complaints procedures equally, in a process that is fair, transparent and impartial, having due regard for the interests and well-being of students, staff and those who may be named or otherwise involved in the complaint or dispute. All parties concerned are expected to respect the confidentiality of the process and to seek a successful resolution of the issue at the earliest opportunity.

This procedure applies to matters of concern raised by students, parents/guardians, teachers, members of the public regarding any aspect of the learning experience and the learning opportunities provided by North Hampshire Academy of Dance. You may make a complaint about the nature of the learning opportunities you have received (for example, but not limited to, tuition, teaching and learning spaces, equipment).

### Informal Complaints Procedures

Complaints dealt with informally, at an early stage, have the best chance of being resolved effectively. A complaint or grievance should be raised at the earliest opportunity after the event with the appropriate member of staff (teacher, Vice Principal or Principal).

It will normally be expected that an attempt will have been made to establish the desired outcome and to resolve the concern through informal avenues in the first place. Where the informal processes have been exhausted without achieving resolution, the matter may proceed to the Formal Complaints procedure.

Complaints may be made jointly by a group of students. In such cases paragraphs regarding the fairness, transparency and impartiality of the process will also apply to joint complaints. The Informal Procedures outlined above will also be applied to seek an early resolution, and where this is unsuccessful, the concern will be handled through the Formal Complaints procedure.

North Hampshire Academy of Dance may choose not to accept a complaint or grievance made substantially after the time that the matter(s) complained about took place, unless a good reason for the delay can be demonstrated and/or evidenced.

### **Equality, Diversity and Inclusion**

North Hampshire Academy of Dance has a comprehensive policy on Equality, Diversity and Inclusion. This can be accessed via the North Hampshire Academy of Dance website.

### **Confidentiality**

If information is to be kept confidential, you should make this clear to the person to whom the complaint is made. However, in exceptional circumstances (for example the disclosure of a criminal offence) it may be difficult for confidentiality to be maintained. It should be understood that in some circumstances the request for confidentiality may make it difficult for North Hampshire Academy of Dance to assist you with your complaint. Please see our Safeguarding Policy, which can be accessed via the North Hampshire Academy of Dance website, to see how confidentiality may be affected if your complaint is related to a safeguarding issue.

### **Formal Complaints Procedures**

Where resolution has not been reached through Informal Procedures, the original complaint will be passed to the Principal to investigate. In the case of a complaint where the Principal has been involved in the cause giving rise to the complaint, the Principal will nominate another senior member of staff to investigate.

The member of staff investigating the complaint will review any documented evidence submitted in support of the complaint, and will meet with you to explain the next steps.

### **Review**

If you are not satisfied with the outcome of the complaint, you can request a review of the decision by an independent ombudsman. Details of how to submit a complaint to an independent ombudsman can be found on the Citizen's Advice website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).