

COMPLAINTS POLICY

The Babel School of Dance views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at The Babel School of Dance knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do in the future

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of The Babel School of Dance

Where Complaints Come From

Complaints may come from parents, students, children or staff.

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, they should use The Babel School of Dance's Grievance policy.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility Overall responsibility for this policy and its implementation lies with The Principal. If the complaint is about The Principal, this averts to Valerie Salter.

Review

This policy is reviewed regularly and updated as required.

Adopted on: 16.10.15

Last reviewed: 3.8.23