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# COMPLAINTS POLICY



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At Centre Stage Dance and Drama Ltd, we are committed to providing a positive and enriching experience for all our students and their families. We value your feedback and take all complaints seriously. This policy outlines the process for raising concerns and how we will address them.

## **MAKING A COMPLAINT**

If you have a complaint, please follow these steps:

- Speak to the instructor involved in the issue, if appropriate.
- If the matter is not resolved, submit your complaint in writing to the school principal at [contact@centrestagedanceanddrama.com](mailto:contact@centrestagedanceanddrama.com)

## **INFORMATION TO INCLUDE**

When making a complaint, please include:

- Your name and contact information.
- Details of the complaint, including dates, times, and any relevant information.
- Any steps you have already taken to resolve the issue.

## **ACKNOWLEDGEMENT**

We will acknowledge receipt of your complaint within five working days.

## **INVESTIGATION**

All complaints will be investigated thoroughly and fairly. We aim to resolve complaints within 14 working days. If more time is needed, we will inform you of the delay and provide an estimated timeline.

## **OUTCOME**

Once the investigation is complete, we will communicate the outcome to you in writing. If the complaint is upheld, we will take appropriate action to address the issue.

## **ESCALATION**

If you are not satisfied with the outcome, you may escalate your complaint to an external body, such as The Arts Council England, or the local authority's education department.

## **CONFIDENTIALITY**

All complaints will be treated confidentially, and information will only be shared with those directly involved in the investigation.

## **REVIEW**

This policy will be reviewed annually to ensure it remains effective and relevant.

Thank you for helping us maintain a positive environment at Centre Stage Dance and Drama Ltd.