



HASLAND DANCE STUDIOS

COMPLAINTS & APPEALS POLICY

Last Reviewed: 03 March 2017

1: WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction with the standard of service, action or lack of action taken by HDS or its staff affecting a parent or student. Our complaints procedure is as follows:

2: HOW TO MAKE A COMPLAINT:

We require all complaints to be made in writing. This is to ensure complaints are taken as seriously as possible and remain confidential. The complaint should be sent either by email to – info@haslanddancestudios.com or written in a letter and delivered to Reception for the attention of Anne-Marie Maple who will then investigate the complaint and record it in the Complaints & Appeals Logbook. The Complainant or Anne-Marie may request a meeting to discuss the matter in detail and to seek resolution. A written reply will be sent to the Complainant within ten working days regarding the outcome of the investigation, including any remedial action to be undertaken where applicable. Notes of any meeting(s) will be recorded in the Complaints and Appeals Logbook and communicated in the final response to the Complainant. In complex cases, the investigation may take longer than ten working days, and, in such cases, the Complainant will be kept informed of progress, the reasons for delay and revised timescale.

Please note, that anonymous complaints cannot be processed.

3: APPEAL STAGE 1:

Where the Complainant remains dissatisfied following the response issued in the first stage, they may appeal against the decision. The appeal should be made in writing to the Partners, who will re-investigate the original complaint, reviewing the decisions and responses made along with any further evidence which is presented. Meeting(s) and/or remedial action may be required as per the first stage. The outcome of the investigation will be recorded in the Complaints and Appeals Logbook and a written response issued to the Complainant within ten working days of the appeal.

4: APPEAL STAGE 2:

Where the Complainant remains dissatisfied following the response issued at the initial appeal stage, the Complainant may further their complaint directly to the ISTD. Please note that stages 1 and 2 must be completed prior to a complaint being made to the ISTD. The Complainant should email or write to the address below,

including full details of the original complaint and each response given by the ADC (HDS). The ISTD will determine the most appropriate course of action in light of the evidence presented.

Customer Services and Quality Assurance Department

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Imperial House

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