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COMPLAINTS HANDLING POLICY AND PROCESS

Purpose:
Central School of Dancing & Performing Arts is committed to providing a positive learning environment for all students. We recognise that there may be occasions when students or their guardians have concerns or complaints. The purpose of this policy and process is to provide a fair, transparent, and efficient mechanism for addressing and resolving such concerns or complaints.

Scope:
This policy applies to all students enrolled at Central School of Dancing & Performing Arts and their guardians or representatives.

Principles:
All complaints will be treated seriously and handled promptly, impartially, and confidentially.
Students and their guardians have the right to express their concerns without fear of reprisal.
The process for handling complaints will be accessible, transparent, and fair to all parties involved.
Complaints will be addressed in a constructive and solution-focused manner, aiming for satisfactory resolution whenever possible.

Complaints Handling Process:

a. Informal Resolution:
- Students or their guardians are encouraged to resolve concerns informally by discussing them with the relevant teacher or staff member in a respectful and constructive manner.
- If the concern is not resolved satisfactorily through informal discussion, the student or guardian may proceed to the formal complaints process.

b. Formal Complaints Process:

Lodging a Complaint:
- Complaints must be submitted in writing using the official Complaints Form available on the Central School of Dancing & Performing Arts website or from the administrative office.
- The complaint should include details of the issue, any relevant evidence, and the desired outcome.

Acknowledgment:
- Upon receipt of the complaint, Central School of Dancing & Performing Arts will acknowledge receipt within three working days where possible.

Investigation:
- An impartial investigator will be appointed to investigate the complaint.
- The investigator may seek additional information from relevant parties and conduct interviews if necessary.

Resolution:
- Central School of Dancing & Performing Arts will endeavor to resolve the complaint within 20 working days of receipt.
- The outcome of the investigation will be communicated in writing to the complainant, including any actions taken or recommendations for resolution.

Appeal:
- If the complainant is not satisfied with the outcome, they may appeal in writing within 10 working days of receiving the outcome.
- The appeal will be reviewed by a senior member of staff not previously involved in the complaint resolution process.
- The decision of the appeal panel will be final.

Record Keeping:
- Central School of Dancing & Performing Arts will maintain records of all complaints received and their outcomes for a minimum period of three years.

Review:
- This Complaints Handling Policy and Process will be reviewed annually to ensure its effectiveness and relevance.

Accessibility:
- This policy and process will be made available to all students and their guardians via the Central School of Dancing & Performing Arts website, student handbooks, and notice boards.

Signed	Position	Date	Review
F. Carpenter	Co-owner and Joint Principal	01/09/2025	12 Months
A. Carpenter	Co-owner and Joint Principal	01/09/2025	12 Months

Central School of Dancing & Performing Arts is committed to continuously improving its practices and fostering a supportive learning environment for all students. We encourage feedback on this policy and process to help us better serve our community.