

Complaints Procedure – Samantha Dene's Dance and Fitness

1. Introduction

At Samantha Dene's Dance and Fitness, we are committed to working in close partnership with parents, guardians and all participants. A vital part of this partnership is open communication when something is not going right.

We take all concerns seriously and aim to deal with them courteously, promptly and constructively. While problems can occasionally occur in any organisation, we strive to resolve issues quickly and fairly.

We recognise that parents may sometimes feel hesitant to raise concerns. We therefore assure you that:

- If something is important to you, it is important to us.
- We will never allow a concern or complaint to lead to any form of disadvantage or discrimination for a student.

2. Our Policy

Our complaints procedure:

- Ensures you feel confident that we will listen and respond openly, honestly and fairly.
- Sets out clear routes for raising concerns about anything affecting you or your child, including wellbeing, behaviour, bullying, class experience, or other issues.
- Aims to make it simple and comfortable to voice a concern or submit a complaint.
- Guarantees that complaints will receive a response within five working days (or as soon as possible during school holidays).
- Ensures you are kept updated throughout the process, including when additional time is required.

We will:

- Treat every concern or complaint seriously, whether raised in person, by phone, by email or by letter.
- Respond promptly, politely and professionally.
- Provide explanations where appropriate, or apologise and correct something if an error has been made.
- Seek to resolve issues wherever possible and maintain positive, respectful relationships.
- View complaints as opportunities to learn, improve and strengthen our service.

3. Making a Complaint

3.1 Informal Resolution

We hope that most issues can be resolved informally in the first instance. Concerns may be raised directly with **Samantha Boden**:

- in person (outside class times)
- by telephone
- by email or letter

3.2 When to Make a Formal Complaint

You may make a formal complaint if:

- You feel your initial concern was not handled appropriately
- The issue was not resolved within a reasonable timeframe
- The outcome of the informal stage was unsatisfactory
- The matter is serious and requires formal consideration

Formal complaints must be submitted in writing (email or letter).

4. Contact Details

Formal Written Complaints

Send full details of the complaint, including relevant information and contact details, to:

Email:

samanthadenes@outlook.com

Postal Address:

Samantha Boden

East View
Village Road
Rhosesmor
CH7 6PJ

Verbal Concerns or Complaints

07598 430454

Or speak to Samantha in person outside of class hours.

5. Procedure and Course of Action

Once a complaint is received, Samantha will:

1. Review the complaint and consult colleagues if necessary.
2. Decide the appropriate course of action.
3. Invite you to a meeting, normally within 10 working days, if a discussion is required.
4. Conduct a full investigation, which may involve speaking to staff, students or others involved.
5. Seek a resolution wherever possible at this stage.

You will receive a written response explaining the findings and the reasons for the outcome.

In more complex cases, additional investigation may be required.

In such cases:

- You will be updated about progress
- A written decision will be provided within a further 14 working days after the initial discussion

6. Confidentiality

- All concerns and complaints are treated seriously, sensitively and confidentially.
- We comply with our Privacy Policy at all times.
- All complaints are logged promptly and records include:
 - the details of the complaint
 - notes of all meetings or interviews
 - the outcome of the investigation

These records may be referred to if needed in the future.



7. Responsibility

Overall responsibility for this policy and its implementation rests with:

Samantha Boden – Principal, Samantha Dene's Dance and Fitness