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| <b>Policy:</b><br>Complaints & Feedback Policy |                             |                                       |
| <b>Date Adopted:</b>                           | <b>Date of last review:</b> | <b>To be reviewed next before/on:</b> |
| 25 <sup>th</sup> August 2026                   | 13 <sup>th</sup> July 2025  | September 2027                        |

## 1. Purpose of This Policy

Phoenix AcroDance Academy (PADA) is committed to providing high-quality teaching, safeguarding, communication, and customer service. We recognise that, on occasion, concerns or dissatisfaction may arise. This policy sets out a clear, fair, and transparent process for raising, responding to, and resolving complaints.

The aims of this policy are to:

- Ensure all complaints are taken seriously and handled promptly, respectfully, and professionally.
- Provide a structured process that supports early resolution wherever possible.
- Protect the wellbeing of students, families, staff, and volunteers.
- Ensure compliance with safeguarding, confidentiality, and conduct policies.
- Promote continuous improvement across the academy.

## 2. Scope

This policy applies to:

- Parents or guardians of children attending PADA.
- Students aged 16+ who attend adult classes.
- Audience members or participants in PADA performances.
- Individuals who have been refused a service or opportunity to participate in a PADA activity.
- Members of the public interacting with PADA staff or services.

This policy covers complaints relating to:

- Teaching, classes, behaviour management, or student experience.
- Administration, communication, payments, or enrolment.
- Staff conduct, professionalism, or decision-making.
- Safety, safeguarding concerns, or inappropriate behaviour.
- Access to services, events, or opportunities.
- Any matter where a member of the public feels dissatisfied with PADA's actions or decisions.

## 3. Principles

PADA's complaints process is guided by the following principles:

- **Respect & Professionalism:** All complainants will be treated courteously and fairly.
- **Safety First:** Any complaint involving safeguarding will follow the Child Protection & Safeguarding Policy immediately.
- **Confidentiality:** Complaints are handled discreetly and information is shared only on a need-to-know basis, in line with the Confidentiality Policy.
- **Zero Tolerance of Abuse:** As stated in the Parents & Carers Code of Conduct, PADA will not tolerate "violence, threatening behaviour and disorderly conduct, including abuse in all forms."
- **Timely Resolution:** PADA aims to resolve complaints as quickly as possible.
- **Right to Escalate:** Complainants may escalate their concern if they are dissatisfied with the outcome at any stage.

- Record Keeping: All formal complaints are documented and stored securely.
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## 4. Feedback vs. Complaints

PADA welcomes constructive feedback at any time. As your current policy states:

“You may not want to make a complaint but have ideas about how to make things better.”

Feedback should be emailed to: [admin@phoenixacrodance.com](mailto:admin@phoenixacrodance.com)

Complaints follow the structured process below.

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## 5. Who Can Make a Complaint?

You may make a complaint if you:

- Are a parent/guardian of a PADA student.
  - Are a student aged 16+ attending adult classes.
  - Are an audience member or participant in a PADA performance.
  - Have been refused a service or opportunity to participate in a PADA event or activity.
  - Are a member of the public affected by PADA's operations.
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## 6. How to Make a Complaint

### 6.1 Stage 1 – Informal Resolution

Most concerns can be resolved quickly through discussion.

For class-related concerns:

Speak directly to your child's teacher and explain the issue.

If you remain dissatisfied, the matter should be referred to the Principal and Secretary.

For administrative, payment, or enrolment concerns:

Contact:

- Principal: Robert Walker
- Secretary: Vanessa Gale

Other staff members may not have sufficient knowledge to respond effectively.

The Principal or Secretary will aim to resolve the matter within 10 working days.

### 6.2 Stage 2 – Formal Complaint (Written)

If the issue is serious, complex, or unresolved, you may submit a formal written complaint.

Formal complaints must be emailed to:

[info@thelearn2group.org.uk](mailto:info@thelearn2group.org.uk)

(External Complaints and DSL – Becki Coombe)

Your written complaint should include:

- Your name and contact details.
- The student's name (if applicable).
- A clear description of the issue.
- Dates, times, and names of staff involved (if known).
- Any steps already taken to resolve the matter.

- The outcome you are seeking.

You will receive written acknowledgement within 5 working days and a full response within 20 working days, unless the matter requires safeguarding or legal escalation.

### 6.3 Stage 3 – Escalation to Principal Review

If you are dissatisfied with the formal response, you may request a Principal Review.

The Principal and Secretary will:

- Re-examine all documentation.
- Consult relevant staff or external professionals.
- Consider whether policies were followed correctly.
- Issue a final written decision.

This stage will be completed within 15 working days.

### 6.4 Stage 4 – External Escalation

If the complaint involves safeguarding, discrimination, violence, or criminal behaviour, PADA may refer the matter to:

- Local Authority Safeguarding Team
- Police
- Social Care
- Other regulatory bodies

As stated in the Parents & Carers Code of Conduct:

“Any act of actual or threatened violence will be referred to the police immediately.”

Complainants may also independently contact external agencies if they feel the matter has not been resolved appropriately.

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## 7. Safeguarding Complaints

Any complaint involving potential harm, abuse, or risk to a child will be handled under the Child Protection & Safeguarding Policy.

Confidentiality may be broken if a child is at risk, in line with the Confidentiality Policy:

“Confidentiality may be broken if a child is at risk of harm or a safeguarding referral is required.”

The Designated Safeguarding Lead (DSL) may intervene at any stage.

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## 8. Complaints Involving Staff Conduct

Complaints about staff behaviour will be handled sensitively and professionally.

PADA maintains a zero-tolerance stance on abusive behaviour, as stated in multiple policies.

Actions may include:

- Internal investigation
- Staff supervision or retraining
- Formal warnings
- Referral to external authorities
- Termination of employment or volunteer placement

Staff will not be demeaned or undermined, in line with the Student Code of Conduct:

"Staff are instructed to never demean or undermine pupils, their parents or carers, or colleagues."

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## 9. Complaints Involving Parents or Members of the Public

If a complaint involves abusive or threatening behaviour from a parent or visitor, PADA will follow the staged warning system outlined in the Parents & Carers Code of Conduct.

This may include:

- Verbal/email warning
  - Final written warning
  - Ban from premises
  - Police involvement
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## 10. Record Keeping

PADA will maintain secure records of:

- Informal complaints
- Formal complaints
- Investigations
- Outcomes
- Actions taken
- Safeguarding referrals (where applicable)

Records are stored in accordance with the Confidentiality Policy and statutory data retention requirements.

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## 11. Monitoring & Review

The Principal and Complaints Lead will:

- Review complaints annually.
  - Identify patterns or recurring issues.
  - Implement improvements to teaching, communication, or administration.
  - Ensure compliance with safeguarding and conduct policies.
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## 12. Contact Details

Principal: Robert Walker

Secretary / Complaints Lead: Mrs Vanessa Gale

Contact Email: admin@phoenixacrodance.com

Formal Complaints (Serious): Becki Coombe - info@thelearn2group.org.uk

Phoenix AcroDance Academy staff are responsible for the implementation of this policy and for ensuring that it is reviewed annually and updated as required. **Next Review: September 2026**

Signed R. Walker Date 25/08/26

Print Name Robert Walker Position Principal