

RLDA Complaints Procedure

ROMY LOUISA DANCE ACADEMY

Complaints Procedure

Policy Version: 1.0

Effective Date:

Review Date:

A clear process for raising, responding to, and resolving concerns

1. Purpose of the Procedure

This procedure ensures that all concerns or complaints are taken seriously, handled fairly, and resolved promptly. It supports a safe, transparent environment for children, families, and staff.

2. Informal Resolution (Stage 1)

Most concerns can be resolved quickly through informal discussion.

- Parents/carers should raise the issue with the class teacher as soon as possible.
- Staff will listen, clarify the concern, and aim to resolve it immediately.
- If the issue cannot be resolved at this stage, or the parent prefers a formal process, it moves to Stage 2.

3. Formal Complaint to the Principal (Stage 2)

If informal resolution is not appropriate or successful:

- The parent/carer submits the complaint in writing to the Academy Principal.
- The complaint should include:
 - What happened
 - When it happened
 - Who was involved
 - What outcome is sought
- The Principal will:
 - Acknowledge the complaint within 5 working days
 - Investigate the concern, which may include speaking with staff, reviewing registers, policies.
 - Provide a written response within 15 working days

If more time is needed due to complexity, the parent will be informed.

3. Safeguarding Concerns

Any complaint that involves child safety, staff conduct, or potential harm is treated as a safeguarding concern.

- These concerns are immediately passed to the Designated Safeguarding Lead (DSL).
- The DSL will follow statutory guidance, which may include contacting:
 - Local Authority Children's Services
 - LADO (Local Authority Designated Officer)
 - Police, if necessary

Safeguarding complaints cannot be handled solely through the academy's internal process.

4. Record Keeping

The academy will keep a secure record of:

- All complaints
- Actions taken
- Outcomes
- Any safeguarding referrals

Records are stored in line with data protection requirements.

5. Behaviour During the Complaints Process

All parties are expected to communicate respectfully.

Aggressive, abusive, or threatening behaviour will not be tolerated and may result in restricted communication channels.

6. Learning & Improvement

The academy reviews complaints termly to identify patterns, improve practice, and strengthen safeguarding.