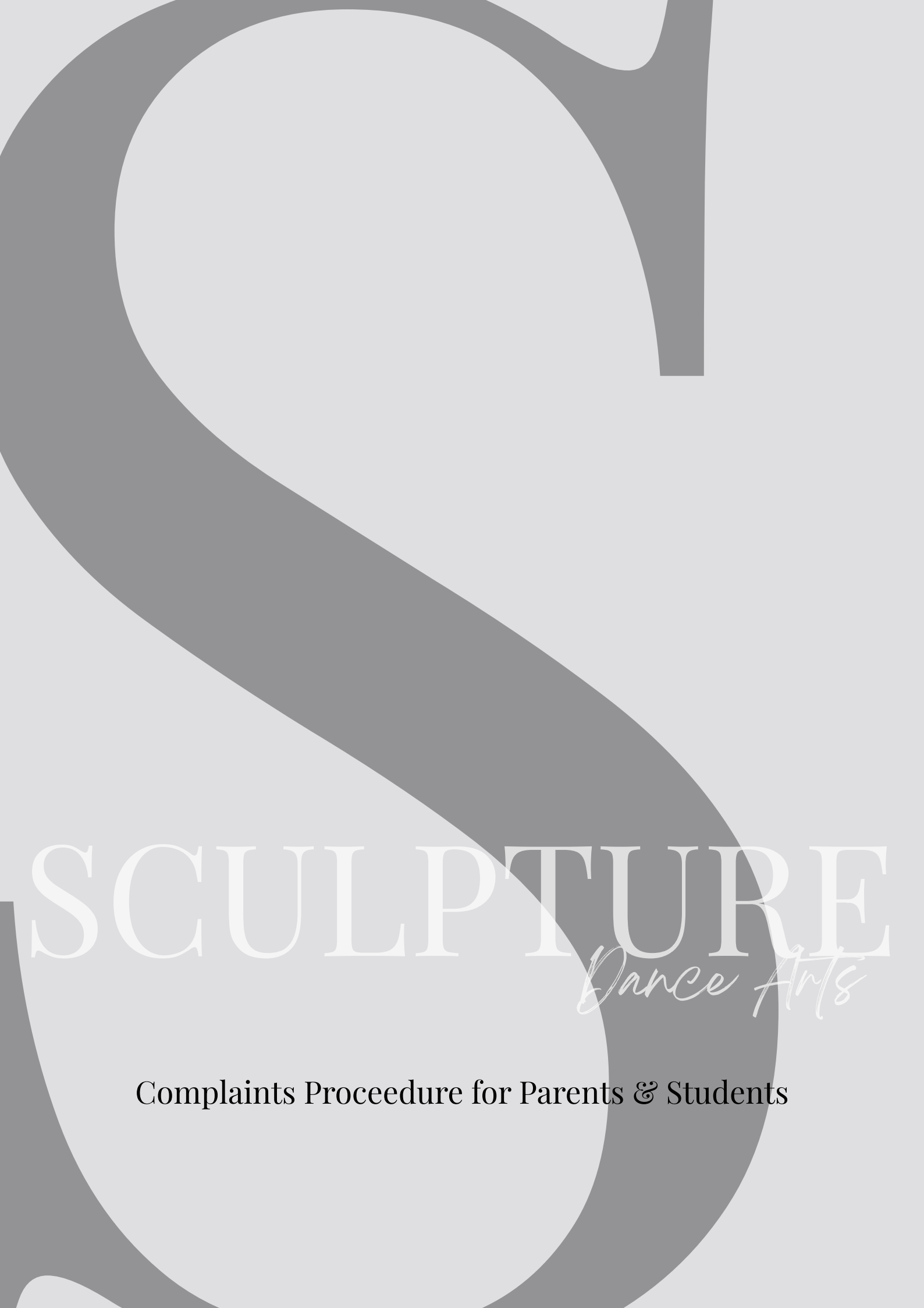




SCULPTURE

Dance Arts

Complaints Procedure for Parents & Students

Complaints Procedure for Parents and Students

Purpose

The purpose of this complaints procedure is to provide a clear and transparent process for parents and students to raise concerns or complaints regarding their experiences at Sculpture Dance Arts. We are committed to addressing issues promptly and effectively to ensure a positive learning environment.

Scope

This procedure applies to all parents and students of Sculpture Dance Arts. It covers complaints related to academic programs, staff conduct, facilities, and any other aspect of college life.

Policy Statement

Sculpture Dance Arts values feedback from parents and students as it helps us to improve our services. We encourage open communication and aim to resolve complaints in a fair and timely manner.

Definitions

Complaint: An expression of dissatisfaction regarding any aspect of the college experience, including but not limited to teaching, administration, facilities, or staff conduct.

Complainant: The parent or student who is raising the complaint.

Respondent: The individual(s) against whom the complaint is made.

Complaints Procedure

Step 1: Informal Resolution

1. Direct Communication: Parents and students are encouraged to first address their concerns informally with the relevant staff member (e.g., teacher, administrator) directly involved. This often leads to a quick resolution.

2. Support: If needed, parents or students can seek guidance from another staff member or a designated point of contact in the college.

Step 2: Formal Complaint Submission

If the issue is not resolved informally, a formal complaint can be submitted. The complainant should:

1. Submit in Writing: Complete a formal complaint form (available on the college website or at the administrative office) and submit it to the Artistic Director

The written complaint should include:

- A clear description of the complaint.
- Relevant dates, times, and locations.
- Names of individuals involved.
- Any supporting evidence or documentation.

Step 3: Acknowledgment of Complaint

Upon receipt of the formal complaint, the Artistic Director will acknowledge receipt in writing within five working days.

Step 4: Investigation Process

1. Investigation Initiation: The Artistic Director will initiate an investigation into the complaint which may involve:

- Interviews with the complainant.
- Interviews with the respondent.
- Gathering additional evidence or speaking with witnesses.

2. Confidentiality: All parties will be reminded of the importance of confidentiality during the investigation process.

3. Timeline: The investigation will be conducted as promptly as possible, ideally within 15 working days. If more time is required, the complainant will be notified of the reasons for the delay.

Step 5: Outcome and Resolution

1. Findings: After the investigation, the Artistic Director will determine the findings based on the evidence collected.

2. Communication of Outcome: The complainant will receive written notification of the outcome of the investigation, including any actions taken, within five working days of the conclusion of the investigation.

Step 6: Appeal Process

If the complainant is not satisfied with the outcome of the investigation, they may appeal the decision. The appeal must be submitted in writing to the Safeguarding Board Advisor within ten working days of receiving the outcome letter. The appeal should specify the grounds for the appeal.

Step 7: Review by the Board

1. Board Review: The Board will review the complaint and the investigation process. They may conduct their own investigation or appoint an independent investigator as appropriate.
2. Final Decision: The decision made by the Board will be final, and the complainant will be notified in writing of the final outcome.
3. Escalation to the Board of Advisors: If the complaint involves the Artistic Director, the complaint should be directed to the Safeguarding Board Advisor

Support for Parents and Students

Advice and Support: Parents and students may seek advice from a designated safeguarding lead (DSL) throughout the complaints process.

Confidentiality and Non-Retaliation: All complaints will be treated confidentially, and no parent or student will face retaliation for raising a complaint in good faith.

Monitoring and Review

This complaints procedure will be reviewed annually to ensure its effectiveness and compliance with relevant laws and regulations. Feedback from parents and students regarding the procedure will be considered during the review.

Conclusion

Sculpture Dance Arts is committed to providing a fair and transparent process for addressing complaints from parents and students. By following this procedure, we aim to resolve issues promptly and effectively, fostering a positive educational environment for all.

Date: June 2026

Review Date: June 2027

Responsible Lead: SLT / Designated Safeguarding Lead (DSL)