

## **Dynamicmotif Dance and Performing Arts Academy Complaints Policy**

### **Introduction**

At Dynamicmotif Dance and Performing Arts Academy (Dynamicmotif), we are committed to providing a high-quality experience to all our students and their families. If you feel we have not met your expectations, we welcome your feedback and concerns. We aim to address complaints in a fair, timely, and transparent manner to resolve issues as quickly as possible.

### **Scope**

This policy covers complaints from external parties, such as parents, students, or anyone with concerns regarding the Academy's services or conduct.

### **1. Informal Stage**

In most cases, concerns can be resolved informally. We encourage you to discuss your issue directly with the relevant staff member or teacher at the earliest opportunity, allowing us to address your concerns before they escalate.

### **2. Formal Complaint**

If your complaint cannot be resolved informally or is of a more serious nature, please submit a formal written complaint. Address your complaint to the Principal, Jackie Nicholas, by email at [jackie@dynamicmotif.co.uk](mailto:jackie@dynamicmotif.co.uk). Your complaint should include:

- Your full name and contact information
- A description of the complaint, with relevant dates and details
- Any supporting evidence (if applicable)
- The desired outcome

### **3. Investigation and Response**

- Complaint Investigation: Complaints will be fully investigated, and a written response will be provided within 10 working days.
- Outcome and Recommendations: You will receive written confirmation of the investigation's outcome, including any recommendations, such as policy reviews, staff training, or service improvements.
- Apology: If the complaint is upheld, an apology will be provided.
- Extended Investigations: For complex complaints requiring more time, a holding letter will be issued after 10 working days, with an estimated completion date.

- Appeal Process: If dissatisfied with the outcome, you may appeal within 14 working days.

#### **4. Appeal Stage**

If your complaint involves the Principal or if you are not satisfied with the outcome, it will be reviewed by two members of the Dynamicmotif management team (such as the Vice Principal, Tom Nicholas, and Administration Manager, Les Curzon). They will acknowledge receipt within three working days and recommend a course of action within 10 working days. The review decision will be final.

#### **Escalation**

If you remain unsatisfied after the appeal stage, **there is no further right of appeal with Dynamicmotif**. However, you may escalate the complaint to an external body such as the Citizens Advice Bureau. Any external appeal should be initiated within one month of receiving the final outcome from Dynamicmotif.

#### **Response Times**

We aim to:

- Acknowledge complaints within 5 working days
- Investigate and respond within 15 working days. If more time is required, you will be informed of the reason for the delay.

#### **Confidentiality and Data Protection**

All complaints are handled confidentially, and any personal data involved will be processed in compliance with UK GDPR regulations.

Policy written on 28<sup>th</sup> October 2024

Approved by: Jackie Nicholas (Principal)

Thomas Nicholas (Vice Principal)

Les Curzon (Administration Manager)