

Central School of Ballet

Complaints Policy

Introduction

Central School of Ballet is committed to providing an excellent service to all of its attendees, audiences, visitors, supporters and stakeholders, working in an open and accountable way that builds trust and respect. We realise that occasionally things will go wrong and we have therefore developed a Complaints Policy that explains our approach to dealing with all concerns and complaints when things do go wrong.

Our Aim

Central School of Ballet aims to resolve complaints quickly, fairly and effectively. One of the ways in which we can continue to improve is by listening and responding to the views of our audiences, supporters and stakeholders and in particular responding positively to complaints, and by putting mistakes right.

We aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and when appropriate confidentially;
- we will respond in the correct way – for example, with an explanation, or an apology or information on any action taken;
- we will learn from complaints and use them to improve the services that we offer;
- we review annually our complaints policy and procedures.

Central School of Ballet recognises that many concerns raised will be informal, and we aim to deal with these quickly. In the first instance we would expect any complaint to be raised directly with the member of staff concerned by speaking to the member of staff directly or by contacting the school via a phone call. But if concerns cannot be satisfactorily resolved informally through that member of staff and their line manager, then the formal complaints procedure should be followed. Complaints can be made in writing to: the Executive Director, Central School of Ballet, The Countess of Wessex Studios, 21/22 Hatfields, London SE1 8DJ or via email to info@csbschool.co.uk.

Definition

A complaint is any expression of dissatisfaction with our service or treatment of you, whether justified or not, with a Central School of Ballet staff member or Governor (Trustee) that relates to Central School of Ballet and that requires a formal response.

A concern is an expression of worry or doubt over an issue considered to be important for which reassurances are sought.

Purpose

Central School of Ballet's complaint procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Our approach

Central School of Ballet's responsibility will be to:

- acknowledge the formal complaint in writing or by email;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take appropriate action if required.

The complainant's responsibility is to:

- raise their concerns promptly and directly with the person concerned and if their concerns cannot be resolved satisfactorily informally, then to follow the formal complaints procedure as below;
- explain the problem as clearly and as fully as possible in writing, including any action taken to date;
- allow Central School of Ballet a reasonable amount of time to deal with the matter;
- recognise that some circumstances may be beyond Central School of Ballet's control.

Monitoring and Reporting

Governors of Central School of Ballet receive an annual report of complaints made and their resolution. This information is anonymised.

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Central School of Ballet maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

Principles of the Complaints Policy

The Complaints Policy will apply to all the charitable activity of Central School of Ballet.

A separate process is in place for dealing with any complaints relating to our Senior School degree programme and associated activity (see Complaints Procedure in the Student Handbook, and Admissions Appeals and Complaints Policy).

If at any time during the investigation of a complaint matters arise that warrant investigation under disciplinary proceedings, or through a criminal investigation, the complaints procedure will be suspended until those investigations are concluded. Similarly, the complaints procedure should be suspended if a complainant is actively seeking legal redress.

Where a complaint is against a member of staff they should be informed of the support services available to them.

The Line Manager/Head of Department should be informed of the receipt of a formal complaint. A complete record of the entire process should be kept. A copy of all reports and other relevant information should be provided to the Line Manager/Head of Department.

Central School of Ballet may, at any stage of the formal complaints procedure, review a complaint and give a decision, without a formal investigation, where a member of the Senior Management Team consider the complaint to be deliberately repetitive or vexatious. Examples of such complaints being unsubstantiated or repetitive complaints against an individual or service, or where a complaint has previously been investigated and appropriate action taken.

When appealing against a previous decision, the complainant will be asked to state why they are dissatisfied with how their complaint was handled.

Other policies

While the principles identified above will be applied to all ad hoc complaints received by Central School of Ballet, Central staff are directed to the **Grievance Policy** and Senior School students are directed to the Senior School Policies and Procedures on the CDD website and outlined in the Student Handbook. As a member of the Conservatoire for Dance and Drama, Central School of Ballet is governed by a number of policies which are shared across the Conservatoire schools, including **Student Complaints Policy and Procedures**.

For all concerns regarding safeguarding and child protection please refer to Central's **Child Protection and Safeguarding Policy** where you will find contact details of the school's Designated Safeguarding Lead. The policy can be found by following this link:

<https://www.centralschoolofballet.co.uk/general-school-policies/>

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