

COMPLAINTS PROCEDURE

WHAT IS MEANT BY A COMPLAINT?

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation or its employees affecting an individual person or group of people who are receiving a service.

A complaint does not include:-

- Requests for service
- Requests for information or explanation of the organisation's policy or practice
- Complaints about third parties, who are not working at the organisation

Stage 1 – At the point of service delivery

The individual receives the initial approach from the complainant and attempts to resolve their concerns to the best of their ability and to the complainant's satisfaction.

Employed teachers or individuals will pass any issues raised to the Principal. It is imperative to respond properly, fairly and consistently when a complaint is made. The Complaints Procedure will assist with this.

When a complaint has been dealt with quickly and fairly, the complainant feels they have been listened to and understood. Just as importantly, knowing how and why things have gone wrong is valuable information in helping us to improve our services, and make best use of our resources.

All complaints made must be reported to the Principals.

Individuals should aim to settle complaints quickly and amicably. However, complainants who are still not satisfied after Stage 1 must be referred to Stage 2 of the Complaints Procedure.

Stage 2 – by the Principal

In Stage 2, the complaint will be investigated fully and objectively by the Principal. The complainant should be informed as to who is dealing with their complaint, kept informed about progress and action being taken if the review of the complaint is likely to take more than a few days.

A written reply must be sent to the complainant within 10 working days of the request for their complaint to be investigated.

In complex cases, the complaint may take longer than 10 working days to investigate, but the complainant must still be notified in writing of progress to date, the reason for the delay and the revised timescale, within those 10 working days.

HANDLING COMPLAINTS

- Treat all complaints seriously, don't take the complaint or criticism personally
- Make your first response positive. Don't rush to the defensive
- Try to resolve the complaint as your first objective
- If there has been a mistake – acknowledge it and apologise
- Be prepared to take responsibility for other people's mistakes
- Take the initiative with suggestions to put things right and offer choices
- Try to make amends – but don't make promises you are not able to keep
- If the customer is wrong, don't embarrass them if you need to point it out
- Be tactful
- Learn from mistakes
- Watch your body language, say you're sorry with your actions as well as your words

If the complaint is about you

Where a person complains about a member of staff, the Complaints Procedure enables this to be investigated fairly, openly and thoroughly. Try not to take it personally – remember that the first objective is to try and sort out the problem. After that, see if there are any lessons to be learned from the incident. Be open and honest with yourself and others about what happened. Give as much information as possible – it will be treated in confidence. Occasionally a complaint may lead to disciplinary action and appropriate information relating to the complaint may then have to be recorded.

Moving on from a complaint

When a complaint has been found to be justified, the organisation's objective should then be, as far as possible, to put the complainant in the position he or she would have been in had things not gone wrong. Depending on circumstances, this will usually be achieved by:

- apologising to them and explaining what went wrong
- providing the service the person wanted
- changing things so that the cause of the complaint is not repeated

In some circumstances, a personal visit or other gesture, to mend damaged relationships with a complainant may be appropriate. There is no specific stage at which this approach should be taken and is at the discretion of the Principal / Manager.

There may be circumstances where the complainant feels justified in seeking financial compensation for the loss incurred. In such cases, this will remain at the discretion of the Principal.

What we ask of you

Dance Projection and our staff should not be expected to deal with rude, abusive or threatening behaviour. If such unpleasant behaviour is encountered and cannot be calmed down, staff will politely state that they will have to terminate the contact (put the telephone down/leave the room etc). Dance Projection will take appropriate action against any individuals who are abusive to staff.

Signed	Position	Date	Review	
	Co-owner	14-5-19	12 months	Months or sooner if work activity changes
	Co-owner	14-5-19	12 months	Months or sooner if work activity changes

