

GRIEVANCE PROCEDURE 2025

Claudia Sophia Dance is committed to providing a safe, stimulating, consistent and accessible service to all dancers and their parents/carers. We always aim to provide high quality services for everyone but we do accept sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from any developmental opportunities.

Claudia Sophia Dance is aligned by the NSPCC guidelines for complaints and disciplinary issues. The Welfare and safety of its dancers is the highest priority. If matters arise, they will be dealt with confidentially and considerately.

If a complaint cannot be settled at club level, then it will be passed to relevant agencies for review. If you have any issues of concern, your first port of call should be to talk to the teacher of that session, it should then be possible to resolve any problems as soon as they occur. If not then the parent/carer should follow the formal complaints procedure set out below but not before either a discussion or correspondence has taken place to attempt to sort the problem or issue raised.

Under normal circumstances the teacher will be responsible for talking through, informally investigating and resolving your concerns without the need to start a formal complaints process. Talking through a problem can often be easier and less stressful for you.

Any complaints/comments can be made at any time but please be respectful of the teacher and dancer's safety when doing so.

The below complaints process should be followed if you feel a problem has not been resolved after talking to a teacher. We can't always guarantee a total fix every time, but in all cases, we will investigate and report our findings back to you, so that the matter can be resolved sensibly.

Making your complaint

If you would like to raise any issue of concern, grievance or complaint, please talk to us.

If you want to submit a formal complaint, you must submit this in writing.

You must include in the title or content that it is a formal complaint.

How we handle unacceptable behaviour

We understand it can be stressful to make a complaint, but we won't accept poor treatment while dealing with your complaint, including:

- aggressive behaviour.
- abusive language or swearing.
- unreasonable demands – like demanding that someone talks to you immediately.

If you're seriously or repeatedly abusive we might refuse to deal with your complaint.

Step 1: We will acknowledge your complaint

Our Grievance manager will acknowledge that you have submitted a complaint and set out for you the timeframe in which they will respond after they have concluded the investigation. This will usually be 14 days but please be aware that the right is reserved to extend this timeframe if additional investigation is required.

Step 2: We will investigate your complaint.

A full investigation will be undertaken. This might include talking to other people about the situation. Confidentiality will be observed. Claudia Sophia Dance reserves the right to consult with an external body or independent consultant if appropriate to ensure that the investigation is thorough and unbiased.

Step 3: We will submit a reply to you in writing

After investigating your complaint, a response will be submitted in writing. If an external consultant has been involved in the investigation, Claudia Sophia Dance reserves the right to engage them to compile the report and response, which will be approved by management as appropriate.

Step 4: We ask for you to review our response.

If you're happy with our response, no further action is required. If you are not happy with the reply to your complaint, within 6 weeks you can submit any relevant comments and appeal any decision we have made or ask us to review our response. We will acknowledge your comments or appeal and will respond within 14 days to this.

For the purpose of fairness, in the event of an appeal request, an independent party will be consulted who was not part of the initial investigation, report and response. This may be within or outside of Claudia Sophia Dance staff.

After an appeal, if you are still not happy with our response and we are unable to come to a mutual agreement or arrangement, we will consult with NSPCC or other relevant agencies for further assistance.