



# Complaints Policy

## ***Ascot Berkshire Dance Academy***

At Ascot Berkshire Dance Academy, we are committed to providing high-quality dance training in a safe, supportive, and inclusive environment. We welcome feedback and take any concerns or complaints seriously.

### **How to Raise a Concern**

#### *Step 1–Talk to Us*

Most concerns can be resolved quickly and informally. Please speak directly to your child's teacher or contact the Academy Principals/Manager as soon as possible.

#### *Step 2 – Formal Complaint*

If the issue cannot be resolved informally, you may put your complaint in writing (by email or letter) to the Academy Principals. We will acknowledge receipt and investigate thoroughly.

#### *Step 3 – Appeal*

If you are not satisfied with the outcome, you may request an appeal, which will be reviewed by someone not previously involved. The decision at this stage will be final.

### **Safeguarding**

If your complaint relates to the safety or welfare of a child, it will be treated as a safeguarding matter and referred to our Designated Safeguarding Lead (DSL) Gemma Mcdonagh immediately.

### **Confidentiality**

All complaints will be handled sensitively and confidentially.

### **Contact Us**

[t.e.choreography@gmail.com](mailto:t.e.choreography@gmail.com)

07825135787