



# ADF DANCE ACADEMY

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## CONCERNS & COMPLAINTS POLICY

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PREPARED BY

*Alexandra Gale*

PRINCIPLE

## Our Approach

At ADF Dance Academy, we are committed to creating a positive, respectful and supportive environment for all students, parents/carers, staff, volunteers and visitors. We understand that from time to time, concerns or complaints may arise. When this happens, we believe individuals should feel listened to, respected and supported throughout the process.

We value open communication and aim to handle concerns or complaints fairly, sensitively and professionally, while seeking to resolve matters constructively and maintaining positive relationships wherever possible.

### 1. Purpose

Clear communication and respectful relationships are important throughout the concerns and complaints process and all areas of ADF Dance Academy.

This policy outlines:

- A clear process for raising concerns or complaints
- Expectations for raising concerns or complaints respectfully and appropriately
- How concerns or complaints may be managed and responded to
- Responsibilities relating to communication, conduct and confidentiality
- Measures used to help support fair, respectful and professional resolution processes
- The roles of students, parents/carers, staff, volunteers and visitors throughout the complaints process

### 2. Scope

This policy applies to all concerns or complaints relating to ADF Dance Academy involving students, parents/carers, staff, volunteers, visitors and members of the public.

It applies to areas including:

- Teaching and class organisation
- Communication and conduct
- Health and safety matters
- Academy procedures and operational practice
- Events, performances, competitions and trips
- Equality, inclusion and discrimination concerns
- Online behaviour or communication connected to the Academy

This document should also be read alongside the Academy's related policies and procedures, such as:

- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Code of Conduct
- Data Protection Policy
- Photography, Video and Social Media Policy

Safeguarding concerns will always be managed in line with the Academy's Safeguarding and Child Protection Policy.

### 3. Legal and Regulatory Responsibilities

We aim to manage concerns and complaints fairly, respectfully and in accordance with recognised good practice relating to safeguarding, equality, communication, confidentiality, data protection and professional conduct. Our approach is informed by relevant safeguarding, equality and data protection responsibilities applicable to Academy activities and communication.

### 4. Concerns and Complaints Responsibilities

Principal and Responsible Person  
Alexandra Gale  
info@adfdanceacademy.com  
07884 001630

Responsibilities include:

- Overseeing concerns and complaints arrangements within ADF Dance Academy
- Reviewing concerns or complaints carefully and fairly
- Supporting respectful and professional communication throughout the process
- Providing responses to concerns and complaints within timeframes outlined within this policy
- Responding appropriately to concerns relating to safeguarding, wellbeing, conduct or Academy practice
- Maintaining appropriate confidentiality and record keeping arrangements
- Liaising with relevant external professionals or agencies where necessary

## Academy Responsibilities

The Academy will:

- Promote open, respectful and professional communication
- Handle concerns and complaints fairly, sensitively and appropriately
- Support confidentiality throughout the process where possible
- Maintain appropriate records relating to concerns and complaints where necessary

## Staff and Volunteer Expectations

Staff and Volunteers are expected to:

- Communicate respectfully and professionally
- Maintain confidentiality where appropriate
- Support fair and respectful resolution processes
- Promote positive relationships and professional conduct throughout Academy activity

## Parent, Carer and Community Expectations

Individuals involved and others connected to the Academy are expected to:

- Raise concerns respectfully and appropriately
- Provide clear and accurate information
- Respect confidentiality and privacy
- Communicate calmly and professionally throughout the process

## 5. Raising a Concern Informally

Concerns should first be raised informally with the Principal in an attempt to resolve matters positively through open communication, clarification and respectful discussion. To support safeguarding, supervision and the smooth running of Academy activities, concerns should not be raised during entry, exit, pick-up or drop-off times. Parents/carers and other individuals are therefore asked to contact ADF Dance Academy by email so that matters can be reviewed and responded to appropriately, without disruption to classes or student supervision.

When raising a concern, individuals are expected to:

- Communicate calmly and respectfully
- Provide clear and accurate information
- Avoid aggressive, threatening or inappropriate behaviour
- Allow reasonable time for matters to be reviewed and responded to

Concerns should ideally be raised as soon as reasonably possible following an incident or situation arising so that matters can be reviewed fairly and accurately. Where a significant period of time has passed, it may not always be possible to review concerns fully due to the availability of information, records or recollection of events. Where concerns can be reviewed appropriately, we will aim to respond within a reasonable timeframe. In most situations, an initial response will be provided within 2-5 working days.

## 6. Formal Complaints Procedure

Where a concern cannot be resolved informally, a formal complaint may be submitted in writing by email to the Principal.

Complaints should be directed to:

Alexandra Gale  
info@adfdanceacademy.com

To help support a clear understanding of the matter, the following information should be included:

- The complainant's name and contact details
- Relevant dates, times or supporting information
- Any steps already taken to resolve the matter
- The desired outcome where appropriate

All formal complaints will be handled respectfully and in line with the expectations outlined throughout this policy. Anonymous complaints can be difficult to investigate fairly or respond to appropriately. The Academy therefore reserves the right not to respond in such circumstances.

## 7. How Formal Complaints Will Be Managed

As ADF Dance Academy is independently operated by a sole Principal and teacher, responsibility for the review and response to complaints rests with the Principal, who will always aim to respond fairly and in the best interests of the Academy. Upon receiving a formal complaint, the matter will be reviewed carefully and proportionately, including gathering relevant information where necessary and responding professionally throughout the process.

Complaints will usually be acknowledged within 2-5 working days wherever possible. A full written response will normally be provided within 5-10 working days to allow appropriate review, consideration and any necessary fact-finding. Where a response is likely to fall outside of these timeframes, updates will be provided wherever reasonably possible.

## 8. Meetings and Communication

Where considered helpful in resolving matters constructively, a telephone discussion or meeting may be offered to support communication and clarification throughout the process. To help maintain appropriate safeguarding, professionalism and communication arrangements, the format will be determined by the Principal based on the needs of the situation.

Where meetings or telephone discussions are arranged, reasonable notice and availability options will be provided and a written summary or record of discussions may be documented and retained by the Academy. If considered necessary, an additional appropriate adult may be present as a witness during meetings or discussions and individuals will be informed of this in advance.

We kindly request a minimum of 24 hours' notice where cancellation or rearrangement of meetings or telephone discussions is required. Where sufficient notice is not provided or repeated cancellations, missed meetings or unreasonable delays occur, the Academy reserves the right not to make further arrangements.

## 9. Venue and Facility Arrangements

ADF Dance Academy operates independently whilst using hired venues and facilities for classes, rehearsals, performances, events and other Academy-related activities. Concerns or complaints relating to ADF Dance Academy should therefore be raised directly through this procedure. Venue or facility providers are responsible only for matters directly relating to their own facilities, services, maintenance, equipment or staff.

## 10. Confidentiality and Record Keeping

Concerns and complaints will be handled carefully and confidentially wherever reasonably possible. Information will only be shared to help review and manage matters appropriately, protect health, safety or wellbeing, meet safeguarding responsibilities or comply with legal obligations where required. To help maintain accurate and appropriate records, the Academy may retain documentation relating to concerns or complaints, including correspondence, relevant information, actions taken and outcomes. Records will be stored securely and handled in line with data protection responsibilities and the Academy's Data Protection Policy.

## 11. Respectful Communication and Conduct

ADF Dance Academy is committed to maintaining healthy communication, strong relationships and a professional environment that reflects our values and ethos. All individuals involved within the concerns and complaints process are expected to communicate and behave respectfully towards staff, students, families, volunteers and others connected to the Academy.

The following will not be tolerated:

- Abusive, threatening or aggressive behaviour
- Harassment, discriminatory language or inappropriate conduct
- Defamatory, misleading or harmful communication in person or online
- Repeated disregard for policies, procedures, guidance, outcomes or communicated response timeframes
- Continued escalation of matters that have already been reviewed and responded to appropriately
- Persistent unreasonable communication, behaviour or conduct that negatively impacts the wellbeing, safety or professional environment of the Academy

Where communication, behaviour or conduct becomes inappropriate or unreasonable, ADF Dance Academy reserves the right to limit communication methods, end meetings, discussions or correspondence, refuse unreasonable requests or seek further advice or support where necessary.

## 12. Online Conduct and Public Comments

Concerns or complaints should be raised privately through the Academy's procedure so that matters can be reviewed and managed fairly and appropriately. All individuals connected to the Academy are expected to avoid sharing confidential information, private correspondence, defamatory content or inappropriate comments relating to students, families, staff, volunteers or Academy matters through social media, public platforms or online communication.

## 13. Malicious or False Complaints

ADF Dance Academy remains committed to ensuring all genuine concerns or complaints are listened to and managed with fairness and respect. Where a matter is found to be intentionally false, malicious or raised in bad faith, the Academy reserves the right to take appropriate action. This may include restricting communication methods or declining to continue engagement where concerns or complaints have clearly been raised in bad faith.

## 14. External Advice or Escalation

Concerns or complaints are encouraged to be raised directly through the Academy's procedure so that matters can first be reviewed fairly and managed internally. However, independent advice or external agencies may be contacted where appropriate if a complainant remains dissatisfied with the outcome provided. This may include independent advice services, safeguarding agencies or other appropriate organisations depending on the nature of the concern.

## 15. Monitoring and Review

This policy will be reviewed annually or sooner where necessary to reflect changes in legislation, guidance or Academy practice. Overall responsibility for monitoring and review rests with the Principal and Responsible Person.

## 16. Final Statement

At ADF Dance Academy, we are committed to maintaining respectful, positive and professional relationships throughout the Academy. We believe concerns are best resolved early through open communication and mutual respect. Where concerns or complaints arise, we will always aim to manage matters fairly and professionally in the best interests of everyone involved, while upholding the standards, values and ethos of ADF Dance Academy.