

## COMPLAINTS POLICY

<b>Signing off requirements:</b>	
Director	Chris Hodges
Date Of Review:	August 2023
Next Review Date:	August 2024

### Policy Statement

The Rhythm Studio welcomes comments and complaints from all members of the school community and from the general public. We use this process to improve services for learners and the wider community in which we exist.

The Rhythm Studio is committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes will be made or the service offered will not meet as individual's requirements or expectations. For these reasons it is school policy that all complaints should be:

- a) Treated seriously and in an open manner
- b) Acknowledged immediately, preferably in writing
- c) Investigated
- d) Resolved, wherever that is reasonably practicable, within no longer than 12 working weeks
- e) Used as feedback to improve the service which the school offers

No complainant bringing a complaint under this procedure will be treated less favourably by any member of staff. If there is evidence to the contrary, the member of staff may be subject to disciplinary proceedings.

### Responsibilities

- a) **All Staff** have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.
- b) **The Director** has the responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate. The decision made by the Director is final.

### How to make a complaint

You can make a complaint in a number of ways:

Email: [mail@therhythmstudio.co.uk](mailto:mail@therhythmstudio.co.uk)

Post: The Rhythm Studio, West London College, 9 Gliddon Road, London, W14 9BL

## **Reasonable adjustments**

If you require a reasonable adjustment because you are a disabled person and unable to contact us in writing, you can call us on 0207 565 1261 to discuss your adjustment needs with us.

## **Actions to Implement and Develop Policy**

### **Stage One**

- The Rhythm Studio expects complaints about courses and classes to be submitted in writing to the school office.
- The Rhythm Studio usually expects complaints to be made by the person concerned or the student's parent or advocate.
- Anonymous complaints cannot be investigated.
- All comments/complaints submitted in writing will be forwarded to the Director who will acknowledge receipt within one working week.

### **Stage two**

- The Director will respond in writing within two working weeks, explaining what has happened as a result of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that our employees are afforded appropriate dignity at work.
- If the complaint requires further investigation that cannot be carried out within the two week period, the Director shall keep the complainant informed and specify a date when a response can be given.
- The Director's decision is final.
- The total comments/complaints procedure should be finalised in no more than 12 working weeks unless there are exceptional circumstances in which case the complainant will be kept informed of progress.

## **Monitoring & Evaluation**

- 6.1 The Rhythm Studio office maintains a confidential record of complaints dealt with to feed into the school's quality improvement processes. The school office will maintain a record of all complaints, appeals and outcomes for analysis by the Director.

## **Associated Policies**

This policy should be read in conjunction with the following policies that can be found at [therhythmstudio.co.uk/policies](http://therhythmstudio.co.uk/policies):

- Terms & Conditions
- Student Code Of Conduct
- Disciplinary Procedures
- Privacy Notice