

# Complaints Policy

At 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 Principal/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 Principal. 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) Eva Whittle immediately.


Charlotte Forster

## Confidentiality

All complaints will be handled sensitively and confidentially.

## Contact Us

 [info@berkshiredanceacademy.co.uk](mailto:info@berkshiredanceacademy.co.uk)

 07977670525

