

# Dance Focus Academy

---

## Complaints Policy

|                         |                                                     |
|-------------------------|-----------------------------------------------------|
| <b>School / Studio</b>  | Dance Focus Academy                                 |
| <b>Policy owner</b>     | Jade Fitchett                                       |
| <b>Date adopted</b>     | 1/8/2026                                            |
| <b>Review frequency</b> | Annually, or sooner if legislation/guidance changes |
| <b>Next review due</b>  | 1/8/2027                                            |

## **1. Purpose**

---

Dance Focus Academy welcomes feedback and takes any complaint seriously. This policy explains how to raise a concern and how it will be handled.

## **2. Stage 1: Informal Resolution**

---

Most concerns can be resolved quickly and informally by speaking to your child's teacher or contacting [jadeowen.dfa@gmail.com](mailto:jadeowen.dfa@gmail.com). We aim to respond to informal concerns within 3 working days.

## **3. Stage 2: Formal Complaint**

---

If a concern is not resolved informally, or is serious in nature, it should be put in writing to Jade Fitchett, including as much detail as possible and what outcome is being sought. We aim to acknowledge formal complaints within 3 working days and respond in full within 14 days.

## **4. Safeguarding Complaints**

---

Any complaint that raises a safeguarding concern is handled in line with our Safeguarding & Child Protection Policy and may be escalated to external agencies regardless of the stage reached in this procedure.

## **5. Record Keeping**

---

A confidential record of formal complaints, including the outcome and any action taken, is kept for 7 years and reviewed periodically to identify any patterns or lessons learned.

## **6. Review**

---

This policy is reviewed annually.