

MAGICAL TOTS DANCE & MAGICAL DAYS THEATRE SCHOOL COMPLAINTS PROCEDURE

1. Introduction

Magical Tots Dance and Magical Days Theatre School are committed to providing high-quality education and care to all students. We take any concerns or complaints seriously and aim to resolve them promptly, fairly, and efficiently. This procedure outlines the steps to follow if a complaint arises.

2. Scope

This procedure applies to all students, parents, guardians, staff, and other stakeholders associated with Magical Tots and Magical Days Theatre School.

3. Principles

- **Confidentiality:** All complaints will be handled confidentially and only those directly involved will be informed.
- **Impartiality:** Complaints will be addressed impartially and without bias.
- **Timeliness:** We aim to resolve all complaints promptly and efficiently.
- **Respect:** All parties involved will be treated with respect throughout the process.

4. Informal Resolution

1. Raise the Concern:

- If you have a concern or complaint, we encourage you to first discuss it informally with the relevant teacher or staff member. Many issues can be resolved quickly at this stage through open communication.

2. Initial Response:

- The staff member will listen to your concerns and try to resolve the issue promptly. They may suggest a meeting or discussion to address the matter more fully.

5. Formal Complaints Procedure

If the issue cannot be resolved informally or if you feel the matter is too serious for an informal approach, you may proceed with a formal complaint.

Step 1: Submit a Written Complaint

● How to Submit:

- Submit your complaint in writing via email or letter to the school's Principal. Clearly outline the nature of your complaint, the facts supporting it, and the resolution you are seeking.

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- **Acknowledgment:**
 - You will receive an acknowledgment of your complaint within ten working days of receipt.

Step 2: Investigation

- **Internal Review:**
 - The Principal will review your complaint and conduct a thorough investigation. This may involve interviewing relevant parties, reviewing documentation, and gathering further information.
- **Timescale:**
 - The investigation will usually be completed within ten working days. If additional time is needed, you will be informed of the delay and provided with a new timeline.

Step 3: Outcome

- **Decision:**
 - Once the investigation is complete, you will receive a written response outlining the outcome of the complaint, the reasons for the decision, and any actions that will be taken.
- **Further Action:**
 - If the complaint is upheld, appropriate steps will be taken to address the issue. If the complaint is not upheld, the reasons will be explained.

Step 4: Appeal

- **Appeal Process:**
 - If you are not satisfied with the outcome, you may appeal the decision. Submit your appeal in writing to the Principal within ten working days of receiving the outcome.
- **Appeal Review:**
 - An appeal review will be conducted by a senior staff member or an independent party not involved in the initial investigation. The review will focus on whether the original investigation was conducted fairly and whether the outcome was reasonable.
- **Final Decision:**
 - You will receive a written response to your appeal within ten working days. The decision made at this stage will be final.

6. Special Considerations

- **Anonymous Complaints:**
 - We encourage individuals to provide their contact details so that we can investigate the complaint thoroughly. Anonymous complaints will be considered but may be limited in scope due to a lack of information.

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- **Vexatious Complaints:**

- Complaints that are found to be malicious or made with intent to cause harm may result in disciplinary action against the complainant.

7. Record Keeping

- **Documentation:**

- A written record of all complaints, including the steps taken and the outcomes, will be maintained by the school for quality assurance purposes.

- **Data Protection:**

- All records will be kept securely and in compliance with data protection regulations.

8. Monitoring and Review

- **Annual Review:**

- This complaints procedure will be reviewed annually to ensure its effectiveness and to make any necessary improvements.

- **Feedback:**

- Feedback on the complaints procedure is welcome and will be used to enhance our processes.

9. Conclusion

Magical Tots Dance and Magical Days Theatre School are dedicated to providing an environment where concerns and complaints are addressed effectively. We value feedback from our community and are committed to ensuring that any issues are resolved to the satisfaction of all parties involved.

This procedure aims to ensure that complaints are handled in a fair, consistent, and timely manner, fostering an atmosphere of trust and transparency within our schools.

If you have any queries regarding our Complaints Procedure, please contact the Founder, Miss Amy - hello@magicaltots.co.uk or hello@magicaldaystheatreschool.co.uk

Policy adopted by: Amy Jane

Role: Magical Tots Dance/Magical Days Theatre School Founder

Date: August 2024, September 2025