



En Pointe Theatre Arts Complaints Procedure

Who are we:

En Pointe Theatre Arts is a dance studio based in Cardiff, South Wales, United Kingdom, operating out of various venues. Our core values of Excellence, Dream, Positivity, and Community, along with our mission statement, “Embrace your dreams, chase them with courage, overcome challenges, and surround yourself with positivity,” guide everything we do as a studio.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at En Pointe Theatre Arts is aware what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely manner
- To make sure complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do. Definition of a Complaint. *A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of En Pointe Theatre Arts.*

Where complaints come from:

Complaints may arise from any person or organisation who has a legitimate interest in or contract with En Pointe Theatre Arts. A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, informing only those who need to know and complying with any relevant data protection requirements.

Responsibility and Review

Overall responsibility for this policy and its implementation lies with the studio owner. This policy is reviewed regularly and updated as required.

Complaints procedure of En Pointe Theatre Arts and contact details for complaints:

- Written complaints should be sent to the studio email:
danielle@enpointetheatrearts.co.uk
- Verbal complaints may be made by phone to 07858572884 or in person to any of our members of staff, where a complaints form will need to be filed by both parties. https://docs.google.com/forms/d/117A2EVgffkGVEf4aT_V8McHD5j0eJgRMjNnQJ41EMfk/edit

Receiving complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints received by telephone or in person need to be recorded. The person who receives a phone or in-person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note the complainant's relationship to En Pointe Theatre Arts, for example, client, neighbour, consumer, etc.
- Tell the complainant that En Pointe Theatre Arts has a complaints procedure
- Tell the complainant what will happen next and how long it will take

- Where appropriate, ask the complainant to complete a 'complaint record form' or send an email with their complaint, so the complaint can be recorded in the complainant's own words.

Resolving complaints stage one

In the majority of cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether the complaint has been resolved or not, the complaint information should be passed to the studio owner within 48 hours.

On receiving the complaint, this is recorded into the complaints log. If it has not already been resolved, an appropriate person is delegated to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and provided with a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within a week.

The acknowledgement should include who is handling the complaint and when the complainant can expect a reply. A copy of the complaints procedure should be attached. Ideally, complaints should receive a definitive reply within four weeks. If this is not possible because, for example, the investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is justified or not, the reply to the complaint should describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

Stage two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One they can request that the complaint is reviewed at the owner level. At this stage, the complaint will be passed to the studio owner. The request for owner-level review should be acknowledged within a week of receiving it. The acknowledgement should state who will handle the case and when the complainant can expect a reply. The person who receives

stage two complaints may investigate the facts of the case themselves or delegate a suitably senior person to do so.

This may involve reviewing the case paperwork and speaking with the person who handled the complaint at stage one. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who handled the original complaint at stage one should be kept informed of developments in relation to the case. Ideally, complaints should receive a definitive reply within two weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions of the investigation, and any action taken as a result of the complaint. The decision made at this stage is final unless the owner decides it is appropriate to seek external assistance in resolving the matter.

External assistance with resolution

An independent external party may be retained to conduct a legal and objective review of the complaint and provide a resolution or decision. They shall be paid by both parties in equal shares, and their decision will be sought prior to any court proceedings, as a final attempt at dispute resolution.

Variation of the complaints procedure

The studio owner may vary the procedure for good reason. This may be necessary to avoid a conflict of interest; for example, a complaint about the studio owner should not also have the studio owner as the person leading a stage two review.

This complaints policy is reviewed annually by:

Danielle Emms, who can be contacted on:

- danielle@endpointtheatrearts.co.uk
- 07858572884

