



Complaints Policy

The Actor's Training Academy (hereby referred to as TATA) is committed to providing high-quality, inclusive, and professional services for all participants, families, staff, schools, and partner organisations. We value feedback and recognise that concerns or complaints may occasionally arise. We are committed to handling complaints fairly, consistently, sensitively, and in a timely manner. Our aim is to resolve concerns at the earliest opportunity, learn from feedback, and continuously improve the quality of our services.

This policy outlines how complaints can be raised and how they will be managed.

Please note: Where TATA activities take place within a school setting, complaints may also be subject to the school's own complaints procedures.

In these cases:

- TATA will work in collaboration with the host school to ensure concerns are appropriately managed
- The school's complaints policy may also apply depending on the nature of the concern and where the issue arose
- We will ensure clarity with families and staff about which process is being followed

TATA remains responsible for responding to concerns relating to its own staff, delivery, and services, and will always cooperate fully with the school's procedures where required.

LAMDA Examinations

Where concerns relate specifically to LAMDA examinations:

- matters may also fall under the policies and procedures of the relevant examination board (LAMDA) and the specific policies and procedures
- examination-related decisions, assessment outcomes, and grading processes are governed externally and are not solely determined by TATA
- TATA will support candidates and families in raising concerns through the appropriate LAMDA channels where necessary

This policy aims to:

- provide a clear and accessible complaints process
- ensure concerns are handled fairly and consistently
- support positive relationships with participants, families, schools, and partners
- identify opportunities for improvement
- ensure complaints are appropriately recorded and resolved

This policy covers complaints relating to:

- programme delivery
- staff conduct
- communication
- customer service
- administration
- bookings and payments
- policies and procedures
- events and activities

What Is a Complaint?

A complaint is an expression of dissatisfaction about an action, decision, service, or experience provided by TATA that requires a formal response. Examples may include:

- concerns about service delivery
- concerns about communication
- dissatisfaction with how an issue was handled
- concerns about staff conduct
- concerns relating to bookings, cancellations, or fees

What Is Not a Complaint?

The following are generally not considered complaints under this policy:

- safeguarding concerns
- allegations against staff
- child protection concerns
- whistleblowing disclosures
- criminal matters

These concerns will be managed under the relevant safeguarding, disciplinary, or whistleblowing procedures. Where a complaint includes safeguarding concerns, safeguarding procedures will take priority.

Guiding Principles

TATA will ensure complaints are:

- taken seriously
- handled fairly and objectively
- managed confidentially where appropriate
- responded to within reasonable timescales
- used as an opportunity for learning and improvement

We ask all parties involved to communicate respectfully throughout the process.

Stage 1: Informal Resolution

We encourage concerns to be raised informally in the first instance wherever appropriate. Many issues can be resolved quickly through discussion and clarification.

Concerns should normally be raised with:

Grace Welfare

Director, The Actor's Training Academy

Email: info@tatauk.co.uk

We will seek to acknowledge concerns within five days and work towards a mutually satisfactory resolution.

Stage 2: Formal Complaint

If a concern cannot be resolved informally, a formal complaint may be submitted. Formal complaints should be made in writing and include:

- name and contact details
- details of the complaint
- relevant dates and information
- any supporting evidence
- the outcome being sought

Complaints should normally be submitted as soon as reasonably possible after the event giving rise to the concern.

Acknowledgement of Complaint

TATA will normally acknowledge receipt of a formal complaint within **five working days**.

The acknowledgement will:

- confirm receipt
- explain the next steps
- provide an estimated timeframe for investigation

Investigation Process

The investigation may involve:

- reviewing relevant information
- speaking with those involved
- reviewing policies, records, or communications
- obtaining additional information where necessary

Investigations will be conducted fairly and impartially. The complexity of the complaint will determine the level of investigation required.

Outcome

Following investigation, TATA will provide a written response outlining:

- findings

- actions taken (where appropriate)
- recommendations or improvements
- whether the complaint has been upheld, partially upheld, or not upheld

Where confidentiality obligations apply, some information may not be shared.

Timescales

TATA aims to resolve complaints promptly. Where possible:

- acknowledgement within 5 working days
- investigation completed within 20 working days

Complex complaints may require additional time. Where delays occur, updates will be provided.

Complaints Relating to Staff

Complaints concerning staff conduct will be considered carefully and fairly. Depending on the nature of the concern, the matter may be managed under:

- Code of Conduct & Professional Boundaries Policy
- Safeguarding procedures
- Disciplinary procedures
- Whistleblowing procedures

Confidentiality will be maintained wherever possible.

Complaints Relating to Safeguarding

Any complaint involving:

- child protection concerns
- allegations of harm
- safeguarding failures
- allegations against staff

will be referred immediately through safeguarding procedures. Safeguarding considerations will always take precedence over this policy.

Anonymous Complaints

Anonymous complaints will be considered on a case-by-case basis. The ability to investigate may be limited where insufficient information is provided.

Vexatious, Persistent or Unreasonable Complaints

TATA is committed to addressing genuine concerns. However, we reserve the right to manage complaints appropriately where behaviour becomes:

- abusive
- threatening

- discriminatory
- repetitive without new evidence
- unreasonable or excessive

This will not prevent legitimate concerns from being considered.

Record Keeping

Records of complaints will be:

- stored securely
- treated confidentially
- retained in accordance with GDPR and data protection requirements

Complaint records may be used to identify trends and improve services.

Learning and Improvement

TATA values feedback and will use complaints, where appropriate, to:

- improve service delivery
- strengthen procedures
- identify training needs
- enhance participant experience

The purpose of the complaints process is not only resolution but also continuous improvement.

This policy was adopted by: The Actor's Training Academy	Date: 1 st July 2026
To be reviewed: 1 st July 2027	Signed: GWELLFARE