

# **Crystal Academy: Aerial Arts and Dance CIC**

## Complaints Procedure

Crystal Academy: Aerial Arts and Dance CIC is committed to providing a high standard of service and fostering positive relationships with all children, parents, carers, and stakeholders. We recognise that sometimes concerns or complaints may arise, and this policy outlines a clear, accessible process to ensure that all voices are heard and addressed fairly and promptly.

#### Purpose:

To provide a transparent, supportive mechanism for raising and resolving concerns, allowing us to reflect, improve, and maintain trust within our community.

#### Scope:

This procedure is open to all service users, including children, parents/carers, staff, volunteers, and members of the public engaging with Crystal Academy.

#### Types of Complaints May Include:

- Concerns about the quality or delivery of sessions
- Disagreements with decisions made by staff
- Perceived breaches of policy or conduct
- Safeguarding-related concerns (handled under our safeguarding policy but can be raised here initially)

#### How to Make a Complaint:

- Complaints can be made verbally, in writing, or via email.
- Complaints should be addressed to Jason Kolmer (Director). If the complaint relates to Jason, please address to Kirsty Kolmer.
- Accessible formats (e.g., large print or simplified text) can be provided on request.

#### Response Timeframes:

- All complaints will be acknowledged within 5 working days.
- An investigation will be conducted, and a formal response provided within 15 working days.
- If more time is needed, the complainant will be informed with an updated timeline.

#### Escalation Procedure:

- If the complaint is not resolved, it can be escalated to an external advisory body, such as the Local Authority or Ofsted, depending on the nature of the issue.

#### Our Commitment:

- All complaints will be treated confidentially and sensitively.
- No complainant will face discrimination or retaliation.
- Complaints are used constructively to inform continuous improvement.

#### Record Keeping:

All complaints and outcomes will be logged and retained securely in accordance with our confidentiality and safeguarding policies.

#### Monitoring and Review:

Complaints are reviewed regularly by senior leadership to identify trends and inform training or policy updates.

Lead Responsibility: Jason Kolmer (Director & DSL), supported by Kirsty Kolmer.