

Strawberry Hill Ballet School (SBS)

4) **Complaints & Whistleblowing Policy**

Purpose

Provide clear routes for complaints and protective disclosures to be raised, investigated and concluded fairly and promptly.

Scope

Parents/carers, students, staff, volunteers, contractors and members of the public.

Complaints (Service/Conduct)

Stage 1 – Informal: Raise with class teacher/event lead promptly; aim to resolve within 5 working days.

Stage 2 – Formal: Submit written complaint to Principal (rachel@balletforchildren.co.uk). Acknowledge within 3 working days; investigate and respond within 15 working days where practicable.

Stage 3 – Review: If dissatisfied with Stage 2 outcome, request review by Principal (or independent advisor if appropriate). Written outcome within 15 working days.

Records: All stages recorded and retained in the complaints log.

Whistleblowing (Protected Disclosures)

Use when you reasonably believe there is wrongdoing (e.g., safeguarding failure, criminal offence, breach of legal obligation, danger to health/safety, cover-up).

- Raise with DSL or PRINCIPAL at rachel@balletforchildren.co.uk. If the concern involves the DSL/Principal or you believe internal reporting is unsafe/ineffective, contact:

LADO 07774 332675 | SPA 020 8547 5008 (OOH 020 8770 5000) | NSPCC Whistleblowing Advice Line 0800 028 0285 | Police 101/999.

- SBS does not tolerate victimisation of whistleblowers. Confidentiality will be protected where possible.

Outcomes & Appeals

Written outcome provided, detailing findings, actions and right of appeal. Where safeguarding issues are substantiated, referrals will be made to statutory agencies without delay.