

**Atlas Arts Complaints Policy**

**Policy Statement:**

Atlas Arts is committed to providing high-quality coaching services across schools and hired venues. We aim to maintain a positive and supportive environment for all participants, staff, and stakeholders. However, we recognize that occasionally issues may arise. This Complaints Policy outlines the procedure for handling complaints fairly, consistently, and transparently.

**1. Scope of the Policy**

This policy applies to all complaints regarding:

* **Services provided** by Atlas Arts, including dance and cheerleading classes, performances, and events.
* **Facilities and venues** used during our activities.
* **Conduct of staff**, instructors, or any representative of Atlas Arts.
* **Interactions between participants**, including issues of safety, respect, or general conduct.

**2. Definition of a Complaint**

A complaint is an expression of dissatisfaction made by a parent, guardian, participant, school, or stakeholder about any aspect of Atlas Arts' services. Complaints may relate to:

* Service delivery.
* Health and safety concerns.
* Miscommunication or misunderstanding.
* Instructor or staff behavior.
* Facility issues.

Complaints can be made informally or formally, depending on the nature and severity of the issue.

**3. Informal Resolution**

Atlas Arts encourages the resolution of complaints at the earliest possible stage. Many concerns can be resolved informally by:

* Speaking directly with the instructor or staff member involved.
* Contacting the Atlas Arts management team via phone or email.

If the matter is resolved satisfactorily at this stage, no further action will be required.

**4. Formal Complaints Procedure**

If an informal resolution is not possible, or the complaint is of a more serious nature, the following steps should be taken:

**Step 1: Submit a Formal Complaint**

* The complainant should submit a written complaint to the **Atlas Arts Management Team** via email or postal mail. The complaint should include:
	+ The nature of the complaint.
	+ Details of any previous attempts to resolve the issue.
	+ The desired outcome or solution.

**Contact Information:**

* + Email: **info@atlasarts.co.uk**
	+ Address: **Atlas Arts, 11 Lime Street, Harrogate, HG1 4BG**

**Step 2: Acknowledgment**

* Atlas Arts will acknowledge receipt of the complaint within **3 working days**. The acknowledgment will confirm that the complaint has been received and is being reviewed.

**Step 3: Investigation**

* The complaint will be investigated by the management team. This may include:
	+ Speaking with relevant staff, instructors, or participants.
	+ Reviewing any supporting documentation or evidence.
	+ Visiting the location (if applicable).
* The investigation will be conducted fairly, objectively, and confidentially. All parties involved will have the opportunity to present their perspective.

**Step 4: Outcome**

* Atlas Arts aims to provide a written response to the complainant within **10 working days** of acknowledging the complaint. The response will include:
	+ A summary of the investigation.
	+ Any actions that will be taken to resolve the issue.
	+ An explanation if no further action is deemed necessary.

If further time is needed to investigate, the complainant will be informed of the revised timeline.

**6. Safeguarding Concerns**

If a complaint involves an issue of safeguarding, such as the safety or wellbeing of a child or vulnerable person, the matter will be escalated immediately in accordance with Atlas Arts' safeguarding policy. Atlas Arts will cooperate fully with external authorities, such as schools or local safeguarding boards, as needed.

**7. Confidentiality**

All complaints will be handled confidentially. Information will only be shared with those involved in the investigation or in accordance with safeguarding requirements.

**8. Recording and Monitoring Complaints**

Atlas Arts maintains a complaints log for monitoring and improving service quality. Details of complaints, investigations, and outcomes will be recorded and reviewed periodically to identify any patterns or areas for improvement.

**9. Conclusion**

Atlas Arts values feedback and is committed to addressing complaints in a professional and timely manner. By following this policy, we aim to continuously improve our services and ensure that any concerns are dealt with to the satisfaction of all parties involved.

**Date of Implementation:** 11/09/2023
**Next Review Date:** 11/09/2025