

Rosebank Dancing School

Complaints and Grievance Procedure

In the event that any member of the dance school feels that they have suffered discrimination in any way, or that the dance school rules or code of conduct have been broken.

1. Make your complaint via email to info@rosebankdancingschool.co.uk marked “private and confidential complaint”
2. Clearly state exactly the nature of your complaint, any witnesses and person(s) involved. If a particular incident is the reason for your complaint please also state when this happened
3. All emailed complaints will be acknowledged within 7 days from date of receipt.
4. Complaints will be investigated by Christine Bankier within 4 weeks.
5. Following this Christine Bankier will contact you informing you of any action to be taken (or has been taken) in response to your complaint.
6. Should the investigation take longer than 4 weeks, Christine Bankier will let you know how long the investigation is expected to take.

If you are still not satisfied

If you feel that this complaints procedure is not appropriate for dealing with your complaint or you are not happy with the outcome of the school’s investigation into your original complaint, then please contact Miss Amanda Letarte (Child Safeguarding and Protection Officer) via email CPO.RosebankDS@gmail.com

Date: July 2021

Date for Review: July 2022