

Elizabeth Samuels Drama School Complaints Procedure

At Elizabeth Samuels Drama School, we are committed to providing a positive and inclusive environment for all our students, parents, and staff. However, we understand that there may be occasions when concerns or complaints arise. We take such matters seriously and have established this complaints procedure to ensure that all concerns are addressed promptly, fairly, and effectively.

1. Informal Resolution

We encourage individuals to attempt an informal resolution of their concerns before initiating a formal complaint. This can often resolve issues more quickly and amicably. To do this, follow these steps:

a. Contact the Relevant Person

Discuss your concern with the relevant staff member, teacher, or instructor. They will make every effort to address your concern(s) and find a resolution.

b. Escalate if Necessary

If the issue remains unresolved, you may escalate it to the principal (Samuel Davis) via email to Samuel Davis <sam@elizabetsamuelsdrama.com>. He will make every effort to investigate and resolve the matter promptly.

2. Formal Complaint Procedure

If your concern is not resolved informally or if you are dissatisfied with the resolution, you may proceed with a formal complaint by following these steps:

a. Submitting a Written Complaint

Compose a written complaint detailing the nature of the concern, any previous attempts at resolution, and the desired outcome. Address the complaint to the principal, and submit it by email sam@elizabetsamuelsdrama.com.

b. Acknowledgment

Upon receiving your formal complaint, we will send you an acknowledgment within five working days. This acknowledgment will include details of the person responsible for handling your complaint and an estimated timeframe for resolution.

c. Investigation and Resolution

The designated person will thoroughly investigate your complaint, which may involve speaking with relevant parties and gathering relevant information. We aim to resolve complaints within 15 working days from the date of acknowledgement. If more time is needed, we will communicate this to you, along with reasons for the delay.

d. Response

Once the investigation is complete, we will provide you with a written response outlining the outcome of the complaint and any actions taken. We are committed to addressing all complaints fairly and impartially.

3. Appeals

If you remain dissatisfied with the outcome of your complaint, you have the right to appeal within 10 working days of receiving the response. Your appeal should outline the reasons for your dissatisfaction and any additional information you wish to provide. The appeal will be reviewed by an impartial party not involved in the initial investigation.

4. Final Resolution

Following the appeal, we will issue a final resolution in writing within 15 working days. This decision will be binding.

5. Confidentiality

All complaints and related information will be treated with the utmost confidentiality. We will only share information with those directly involved in the resolution process. We are committed to continuous improvement and value your feedback. Your concerns and complaints help us enhance the quality of our drama school. Please be assured that lodging a complaint will not result in any adverse treatment or discrimination against the complainant.

Contact Information:

Elizabeth Samuels Drama School

Name: Samuel Davis

Email: sam@elizabetsamuelsdrama.com

Phone number: 07429478447

We hope that you have a positive experience at Elizabeth Samuels Drama School, but if any concerns do arise, we are here to address them promptly and professionally. Your feedback is valuable to us in maintaining a safe and nurturing learning environment for all.