



Complaints Procedure

Purpose

Step In Time School of Performing Arts is committed to providing a professional, fair and supportive environment for all learners, parents/guardians and staff. We aim to resolve any concerns promptly, fairly and respectfully.

Making a Complaint

Learners, parents or guardians may raise a concern or complaint verbally or in writing with a Principal of Step In Time.

Where appropriate, we will aim to resolve concerns informally in the first instance through discussion with the person raising the concern.

If the matter cannot be resolved informally, or the complainant wishes to make a formal complaint, this should be submitted in writing by email to Step In Time and should include:

- The name of the learner concerned.
- Details of the complaint.
- Relevant dates or circumstances.
- Any supporting information.
- The outcome or resolution being sought.

Handling a Complaint

Formal complaints will be acknowledged within **5 working days**.

The complaint will be reviewed by a Principal or, where appropriate, another senior member of staff who has not been directly involved in the matter.

The person investigating the complaint may speak with relevant staff, learners or parents/guardians and review any relevant records or documentation.

We aim to provide a written response within **15 working days** of receiving a formal complaint. Where further investigation is required, the complainant will be informed of the delay and provided with an update.

Recording Complaints

Formal complaints will be recorded securely by Step In Time. Records will include the nature of the complaint, actions taken, correspondence and the final outcome.

Information will only be shared with those who need it in order to investigate or resolve the matter.

Complaints Relating to Examinations

Where a complaint concerns an examination or matter which falls under the responsibility of the relevant awarding organisation, Step In Time will support the learner or parent/guardian in following the appropriate external procedure.

Step In Time will cooperate fully with any investigation undertaken by the awarding organisation or relevant regulatory body.

No learner will be disadvantaged for raising a genuine concern or complaint.

Policy Owner: Principals, Step In Time School of Performing Arts

Review: Annually or following any significant change to examination requirements