

Complaints Policy



Definition of a complaint

An expression of dissatisfaction is defined as a complaint regarding the provision of a staff member (employed or voluntary) or any other services provided by DMT or its representatives.

Who can complain?

A complaint can be made by any person who receives a service from DMT.

If anyone feels they have matters they wish to raise it can be done individually or collectively: staff, students or parents can feel assured that they will not encounter any disadvantage having lodged a complaint in good faith. Complaints received anonymously or by third parties will not be dealt with under this Policy. DMT has full discretion on how these will be handled. If it is believed that the complaint is vexatious or malicious, the details will be handed to the relevant person and they may decide to reject the complaint without taking into consideration its full merits. In this event reasons will be given why the complaint is felt to be an abuse of process. If clarification of the scope of the Policy is required or anyone is not sure the appropriate avenues to take to pursue a complaint, candidates should contact Vincent Martin in the first instance for clarification. All stages of the complaints procedure are internal proceedings.

Confidentiality

All aspects of a complaint will have its confidentiality preserved throughout the investigation which will safeguard the interests of all concerned unless disclosure is necessary to progress the complaint. DMT would expect all parties concerned to respect the confidentiality of the process. The person or persons the complaint or complaints are made against have the right to be advised of the facts and the nature of the complaint or complaints.

Procedure for complaints

For all complaints DMT will ensure that all reasonable and appropriate action is taken. Where a complaint is found to be justified, all appropriate remedial action will be notified as part of the decision. If at any stage a complaint is found not to be justified, the reasons for the decision will be communicated to the candidate. All complaints received by DMT will be treated as official unless the complainant informs DMT otherwise within ten days of the original complaint date. Complaints will only be accepted in writing to Vincent Martin and must be clearly marked as such to be deemed official. All complaints are recorded and a copy of the complaint is sent to the person or persons about whom the complaint has been made to enable them to

respond. Complaints will be investigated by the relevant person dependant on the subject of the complaint. DMT reserves the right to contact the person or persons about whom the complaint was made for further information. DMT will deal with all complaints in a timely manner. If there is to be a delay all involved parties will be informed accordingly. If for any reason key staff are unavailable to progress the complaint, alternative arrangements may be made, if appropriate, to ensure the matter is dealt with appropriately.

Unresolved Complaints.

Anyone unhappy with the outcome of the complaints procedure is welcome to appeal any decisions or seek advice from an outside agency or body.

Monitoring the Process

In order that DMT can improve services to students, the receipt of complaints and responses to them will be monitored. With this information DMT will be able to improve their services and ensure an inclusive, consistent and constructive approach to complaints. The effectiveness of the complaints procedure will also be kept under review and if necessary changes will be made.

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