

COMPLAINTS PROCEDURE:

As Bristol Academy of Drama staff, parents or third parties, if you have a complaint you are supported by our complaints policy and procedure.

Under this, we aim to make sure we take all complaints seriously and that we learn from them where we can, to make classes even more enjoyable and accessible to everyone.

We will make sure our process is as clear and supportive as possible for everyone, whether parents, staff or third parties, and we are committed to resolving all complaints fairly, speedily and in a way which seeks a reasonable resolution.

We encourage you to raise your complaint or issue as soon as you can so that we can begin to address it in good time.

This policy is for:

- All staff
- Parents/carers of students
- Prospective members/enquirers
- Supporters
- Third parties who are affected by Bristol Academy of Drama activities (for example, the owner of a venue)
- General public

We handle all complaints in line with this policy and its related procedures.

DEFINITIONS

When does this policy apply?

It applies to all complaints received at any level of Bristol Academy of Drama. Our policy covers complaints about:

- The standard of experience you may have received from classes.
- The behaviour of anyone who may have played a part in delivering that service.
- Bristol Academy of Drama policy, communication and resources, or decisions related to these.

Our complaints policy does not cover the following:

- Matters that have already been investigated through the complaint's procedure, including those handled by our Artistic Director
- Any concern that falls into the remit of safeguarding, managing concerns about adult volunteers or whistleblowing.
- Disputes between third parties that are outside of our remit.
- A complaint made on behalf of another parent, unless written consent is provided by that person.
- Disputes between staff or in relation to employment.
- Concerns about an investigation that should be raised under our appeals or review procedure.

We welcome all feedback and always respond to issues raised. Some concerns are best dealt with informally and will not always require a formal response under this policy. Please read the 'How do I raise a complaint or feedback?' section in the complaint's procedure.

What are our standards for handling complaints?

When a complaint is made, Bristol Academy of Drama will:

- Deal with all complaints fairly, constructively and consistently.
- Listen to complaints and feedback, treat them seriously and learn from them.
- Follow the policy and procedure for every complaint, wherever it comes from.
- If a complaint needs investigation, doing it in line with our investigation procedure.
- Handle all information sensitively and in accordance with data protection legislation.
- Respect your wishes to remain anonymous.

What complaints will not be considered?

Bristol Academy of Drama will refuse a complaint which is 'unreasonable' – in that it is abusive, frivolous, vexatious or malicious or where significant time has passed since the incident happened, in the reasonable opinion of a senior member of staff like the Artistic Director. We do not engage in repetitive discussions about closed complaints.

What is our complaints structure?

- HQ complaints team - Our Complaints team is here to help members, volunteers, staff or third parties with everything related to complaints.
- Country and region office – Girlguiding is broken down into ten countries and regions, each with its own office supporting guiding in their area. Each C/R office is required to report quarterly on regional complaint data to the HQ complaints team.
- Commissioners – Commissioners give support and guidance to volunteers in their area who are dealing with a complaint. Commissioners report quarterly on local complaint data to their C/R office, and alert high risk complaints to the HQ complaints team.
- Local guiding - Each country and region is divided into smaller areas, to support our volunteers, make communication easier and meet the needs of guiding locally. All complaints in an area are led by the local commissioner.
- Relevant Girlguiding officer or volunteer – All staff and volunteers will at some point deal with situations that could lead to complaints.

Who will handle my complaint?

The Artistic Director will handle the vast majority of complaints that relate the following:

- Complaints about classes/workshops
- Feedback about Bristol Academy of Drama
- Complaints about a staff member employed by Bristol Academy of Drama

The Artistic Director will then handle the complaint investigation herself or appoint a fair and impartial person to do so on her behalf. Another senior volunteer or consultant may carry out the investigation if it's a complex case.

When can I expect a response?

Bristol Academy of Drama aims to acknowledge your complaint or comments within five working days.

Confidentiality

By submitting a complaint you are agreeing to us using your personal information related to your complaint for the purposes of investigation.

We treat information relating to investigations under our Data Protection policy.

A person has the right to be told the nature of the evidence upon which a complaint has been made about them. This does not mean that the full original complaint or any witness statement will be shared, but we will provide a fair summary. We make every effort to make sure someone's identity is not revealed without their consent, but it may be that the nature of the allegations or evidence will show their source.

If you want to know more about how and why we process your personal data, please refer to Privacy Policy

Monitoring and learning

We're committed to take learning from any complaints and feedback where appropriate.

The Artistic Director is responsible for this, and for sharing and putting into place that learning. This includes recording all complaints and feedback, their outcomes and identifying emerging issues and trends.

Our staff and volunteers must understand and follow all policies and procedures that apply to them.