

THE ROYAL BALLET SCHOOL'S AFFILIATE TRAINING AND ASSESSMENT PROGRAMME

COMPLAINTS POLICY 2025-26



INTRODUCTION

The Royal Ballet School prides itself on the quality of the teaching and pastoral care it provides. This quality and care must also be provided by Affiliate teachers to their students. If parents do have a complaint regarding an Affiliate teacher, they can expect it to be treated with consideration and in accordance with this complaint's procedure. This complaints procedure is available to all parents/guardians or carers of students and of prospective Affiliate Programme students on the School's dedicated affiliate website page. Affiliate teachers must ensure that parents, guardians or carers and students are made aware that this document is published and available to them.

WHAT CONSTITUTES A COMPLAINT?

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the Affiliate Programme as a whole, about a specific department or about an individual Affiliate teacher. A complaint is likely to arise if a parent believes that the Affiliate teacher has done something wrong or failed to do so something that they should have done or has acted unfairly. Parents/guardians and carers can be assured that all concerns and complaints will be treated seriously and confidentially.

TIMEFRAME FOR DEALING WITH COMPLAINTS

All complaints will be managed seriously and sensitively. They will be acknowledged within five to ten working days* whether received during term time or if received close to, or during a school holiday. It is in everyone's interest to resolve a complaint as speedily as possible: the School's target is to complete the initial procedure within fifteen working days whether the complaint is lodged during term-time or lodged close to, or during a school holiday. Meetings may be held virtually.

*for the purpose of this policy working days refers to Monday to Friday inclusively.

RECORDING COMPLAINTS

The School will keep a written record of all complaints made against an Affiliate teacher, whether they are resolved at the preliminary stage or following a formal procedure. A record will be kept of the action taken by the Royal Ballet School because of these complaints, regardless of whether they are upheld. At the school's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of parent
- Name of student
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of members(s) of staff managing the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)
- Notes of the hearing

This may include 'special category personal data' (such as information relating to physical or

mental health) where this is necessary owing to the nature of the complaint.

The School will keep records of formal complaints and any panel hearings, as required by regulation. It will do so in accordance with its Privacy Notice but in most cases for a period of at least six years.

THREE STAGE COMPLAINTS PROCEDURE

Stage 1 - Informal raising and resolution of concerns

- a. It is hoped that most complaints and concerns will be resolved quickly and informally.
- b. If parents/guardians have a concern they should contact the Affiliate Programme directly using: ATAPsupport@royalballetschool.org.uk In many cases, the matter will be resolved straightaway by this means to the parents/guardians or carers satisfaction. If the Affiliate Programme cannot resolve the matter alone it may be necessary for them to consult the Royal Ballet School Senior Leadership Team
- c. The Affiliate Programme will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within ten days or if the programme, Affiliate teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2- Formal making and resolution of complaints

- a. If the complaint cannot be resolved on an informal basis, then the parents/guardians or carers should put their complaint in writing, stating that they are invoking Stage 2 of the complaint's procedure.
- b. In most cases, the Affiliate Programme staff will meet the parents concerned, within ten working days of receiving the stage 2 complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- c. It may be necessary for the School to conduct further investigations.
- d. The School will keep written records of all meetings and interviews held in relation to the complaint.
- g. If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 - Panel Hearing

- a. Parents may invoke stage 3 of the complaint's procedure by writing to the email address provided at stage 1, 10 working days of receipt of the Stage 2 written response.
- b. The matter will then be referred to the Senior School staff for consideration. The Panel will consist of three people independent of the management and running of the Affiliate Programme. The complaint will be acknowledged, and the panel convened within twenty working days. The hearing will take place as soon as is possible thereafter.

- c. If the Panel deems it necessary, it may require that further details of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than three working days prior to the hearing.
- d. The parents/guardians or carers may attend the hearing and be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- e. If possible, the Panel will resolve the parents' complaint without the need for further investigation. Where further investigation is required, the Panel will decide how it should be conducted.
- f. After consideration of all the facts, they consider relevant, the Panel will make findings and may make recommendations.
- g. The Panel will write to the parents informing them of its decision and the reasons for it, within five working days of the hearing (although additional time may be required if it is necessary to conduct further investigations following the hearing).

The decision of the Panel will be final. A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents, and, where relevant, the person complained about as well as Senior Leadership Team of the School.

GENERAL ADVICE

If parents or students are unsure about a situation or events, several organisations will speak in confidence to advise what would be the best thing to do: NSPCC: 0808 800 5000 (for adults concerned about a child) Childline: 0800 1111 (for children) Kidscape: 0207 730 3300 (for parents, children, and staff) Safeguarding and Child Protection.

If parents or students are concerned that a student may be in immediate risk of harm, the police should be contacted.