

Complaints Policy and Procedure

Our Aim:

Bodywork Company is committed to providing a quality provision for its users and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our provision is by listening and responding to the views of our community, and in particular by responding positively to complaints, and by putting mistakes right.

We therefore aim to ensure that:

- making a complaint is easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and when appropriate, confidentially;
- We respond in the right way- for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Preamble

Definition: Bodywork Company defines a complaint as ***'any expression of dissatisfactions that relates to Bodywork ad that requires a formal response.'***

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Bodywork Company's responsibility will be to:

- Acknowledge the formal complaint in writing;
- Respond within a stated period of time;
- Deal reasonably and sensitively with the complaint;
- Take action where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing, to Bodywork Company's attention normally within 8 weeks of the issue arising;
- Raise concerns promptly and directly with a member of staff at Bodywork;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow Bodywork a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond Bodywork's control.

Responsibility for Action: All staff, and Governors of Bodywork.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Bodywork maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Bodywork Governing Body will receive annually an anonymized report of complaints made and their resolution.

Formal Complaints Procedure

For all correspondence in the following procedure, you may address your letter, marked 'confidential' in a sealed envelope to:

[The recipient] (e.g. *personal name* or '*The Principal*', or '*Chair of Governing Body*')

Bodywork Company
25-29 Glisson Road,
Cambridge,
CB1 2HA

And retain your own copy

Bodywork Company Dance Studios, 25-29 Glisson Road, Cambridge CB1 2HA

Telephone: 01223 314461 • Email: admin@bodyworkds.co.uk • Web: www.bodyworkcompany.co.uk

Stage 1

In the first instance, if you are unable to resolve this issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. If your complaint concerns a Bodywork Governor, rather than a member of Bodywork staff, you should write formally to the individual concerned. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

If your complaint is about the behaviour of a member of senior management, then move straight to Stage 2 or 3, whichever is appropriate.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to the Principal and ask for your complaint and the response to be reviewed. You can expect the Principal to acknowledge your request within 4 working days of receipt and a response within 15 working days.

Bodywork's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Stage 3

If you are not satisfied with the subsequent reply from the Principal, then you have the option of writing to the Chair of the Governing Body, (when appointed) stating the reason why you are dissatisfied with the outcome. Contact details are available from the Bodywork Operations Manager. You must do this within 10 days of receiving the written response from the Principal.

The Chair of the Governing Body (of their nominee) will normally respond within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

Note; if your original complaint was against the Chair of the Governing Body, then the final stage will be handled by the College Visitor.

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Date of Issue: April 2021

Review Date: April 2022

Approved by: *The Principal, Theresa Kerr*

(in the absence of a Governing Body)

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