

YORKSHIRE DANCE

COMPLAINTS POLICY AND GUIDELINES

Document control

Author: Executive Director

Lead Director: Executive Director

Target audience: All Staff

Version Number: 4.0

Date of original policy: 13 February 2018

Updated: 14 February 2024

Authorised by Board of Trustees: 8 February 2024

Date Due for Revision: February 2025

Post Responsible for Revision: Executive Director

Circulation: All Staff

POLICY STATEMENT

Yorkshire Dance aims to provide high quality services which meet your needs. We believe we achieve this most of the time: **if we are not getting it right please let us know.**

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with the organisation.

We take complaints very seriously. All parties can be assured that each complaint will be dealt with following a standard procedure. Yorkshire Dance will protect the confidentiality of all parties involved (within the guidelines of our Protection of Children and Vulnerable Adults (Safeguarding) Policy) and will take positive action to ensure those concerned are treated fairly and equally.

Yorkshire Dance reserves the right to exclude any member of staff or client during any period of investigation before the complaints procedure is concluded. Yorkshire Dance also reserves the right to call in the police where the allegations or grievances are of a sufficiently serious nature or involve illegal actions.

COMPLAINTS PROCEDURE

If you are unhappy about any of Yorkshire Dance's services, please speak to the relevant staff member, manager or the Executive Director.

If you are unhappy with the conduct of an individual at Yorkshire Dance, sometimes it is best to tell them directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Executive Director.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response **within five working days.**

Making a Written Complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Executive Director. You can do this by e-mail or letter. (If your complaint is about the Executive Director, please write to the Creative Director; if your complaint is about the Creative Director, please write to the Chair.)

You will be issued with a copy of the Complaints Policy and guidance on how to submit a complaint.

If you need assistance in writing the complaint, you can contact us by telephone or ask a member of staff to help you write out your complaint. You can also ask a colleague, family member or friend to help you.

All complaints will be dealt with by the Executive Director (unless the complaint is about the Executive Director) in the first instance and where necessary additional support will be sought from the relevant member of staff.

All written complaints will be logged. You will receive a written acknowledgement **within five working days.**

The aim is to investigate your complaint properly and give you a reply **within ten working days**, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Creative Director who will review the matter with two members of the Yorkshire Dance Board who will decide on any further steps to resolve the situation. The decision of this panel is final and no further negotiations will be entered in to.

Finally, please also let us know if you are happy with Yorkshire Dance's services.

All written complaints will be kept on file at the Yorkshire Dance offices and will be subject to the normal protection in line with The Data Protection Act 2021 and the UK General Data Protection Regulation (as adopted in August, 2021)

Executive Director
Yorkshire Dance
3 St Peter's Buildings
St Peter's Square
Leeds LS9 8AH

Tel: 0113 243 9867
admin@yorkshiredance.com FAO Executive Director

GUIDANCE ON HOW TO SUBMIT A COMPLAINT

If you are considering lodging a complaint please try and be as specific as possible. Write as much information as you feel necessary but make sure that it is clear, legible and relevant; remember you are describing a situation to somebody who may have no background to the situation.

Where possible, please use explicit descriptions or names of any relevant people.

Make sure that your details are correct so that we can get in touch with you quickly. Include your full name, address, email address if available and contact telephone number on your complaint.

You may find it helpful to keep a diary of key dates as early on in the process as possible including your initial complaint to Yorkshire Dance.

Consider: **When** did the event happen? On what date or over what period? How many times? If there has been a long period between the event and the complaint how is this explained?

What is the **background** to the situation? Has this been developing over a period of time? Have there been any other similar occurrences? What is the possible reason for the situation occurring? What happened in the time leading up to it?

Who is involved? Do you have the names of anybody involved? Can you tell us the names of anybody who may corroborate your version of events? Have you spoken to anybody else at Yorkshire Dance before now about this situation? Who did you make your initial complaint to?

Where did this happen? Did the event take place in the Yorkshire Dance Centre or elsewhere?

What was **said**? Can you remember what was said and by whom? Can you remember your own verbal response to the situation?

Please submit your complaint to the Executive Director at the address below and await acknowledgment of receipt. We will respond as soon as we can and in line with the stages outlined above.

We would be grateful for your patience; we understand that you may feel aggrieved but ask that you give us enough time to gather the facts of a situation in order to make a fair judgement. If you need to know how the process is progressing, please contact the Executive Director.

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