



A complaints procedure for parents and pupils of The Royal Ballet – Upper School

Aims

As The Royal Ballet School is a complex organisation, the intention of this document is to meet the requirements of DCSF and standard 5 of the National Minimum standards for boarding schools *The school should have, and follow, and appropriate policy on responding to complaints from boarders and parents*

This policy seeks to explain the systems we have put in place to reassure you and to give you confidence in our willingness to listen to you and in our determination to be open, honest and fair in our dealings with you.

Our Intentions

In pursuit of these aims, your concerns and complaints will enable us to modify and improve our procedures, where necessary, and so we have resolved to:-

- Make it as easy as possible to submit a complaint
- Treat each complaint as a constructive expression of dissatisfaction with an aspect of school life and, as such, deserving of a response
- Treat each complaint seriously, however it is made, whether in person, by telephone or in writing (letter, fax or e-mail)
- Deal with it promptly and politely; where appropriate, this may be by telephone or in conversation
- Respond appropriately, with for example
 - an explanation
 - an apology, if we have made an error or
 - information on the action we have take
- Learn from your comments and complaints by referring the outcomes to the Senior Management Team
- Make and keep confidential records of your complaints (and whether they are resolved at a preliminary stage or proceed to a full panel hearing) so that they are available for consultation in the future



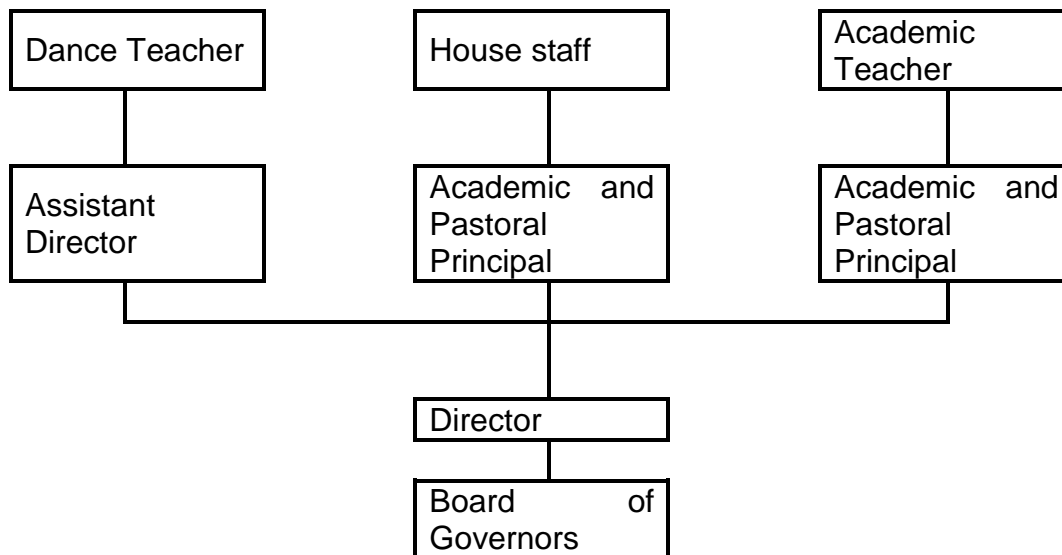
A complaints procedure for parents and pupils of The Royal Ballet – Upper School

How to make a complaint

We would encourage all parents to air their concerns informally in the first instance to allow us an opportunity to respond and resolve if at all possible. In the event of you wishing to take the complaint forward in a more formal manner the following procedure should be adhered to.

We believe that

- in the first instance, it is better to deal with these matters personally and at the earliest point possible on the path (see diagram below)
- it is usually best if you make contact directly with the member of staff concerned
- if your complaint involves an allegation against a member of staff, it will be immediately passed to the Director who will either investigate herself or appoint somebody to investigate on her behalf.
- In the event of a complaint against the Director you should contact the Chair of Governors



You can make a complaint either orally or in writing.



A complaints procedure for parents and pupils of The Royal Ballet – Upper School

Oral complaint

If you make your complaint orally, a record will be made, as soon as possible, by the person to whom you speak. Matters raised orally will usually be responded to by telephone unless you express a wish for a written reply.

We will acknowledge your message and respond to your oral complaint within 4 days.

If we are not able to provide a full reply within this time, for instance, because an investigation is necessary, we will tell you what is being done and when you can expect a full reply.

If possible in the case of oral complaints, the person to whom you speak will try to deal with the matter immediately (possibly by reference to a senior colleague) and

1. You will be asked to confirm your satisfaction with this process.
2. If you are not satisfied, you will be asked if you would like a meeting in school to see if the problem can be resolved
3. If you are unable to attend such a meeting or, if you think it is not appropriate, it may be suggested that you put the complaint in writing.

Written Complaints

You may make a written complaint by letter, fax or e-mail (details in the School's printed calendar and handbook) but please include a full postal address for our reply and a telephone number so that we may contact you if we require more details.

We will make a written response within 4 days of receipt of your communication.

If we are not able to provide a full reply within this time, for instance, because an investigation is necessary, we will tell you what is being done and when you can expect a full reply.

If you are not satisfied with the outcome, you are free to raise the matter at the next highest or any further level.



A complaints procedure for parents and pupils of The Royal Ballet – Upper School

The Outcome of your complaint

The School will advise you when, in its view, your complaint has been resolved. This reply will also contain details of whom you should contact next, if you believe that your complaint has not been dealt with properly.

If, after reference to the Director, you are still not satisfied with the response that you have received, you will be free to refer the matter to the Chair of Governors, who will appoint a panel, consisting of at least three people (one of whom will be independent of the running and management of the School) who were not directly involved in the matter detailed in the complaint.

Parents will be able to attend and be accompanied at the panel hearing if they wish.

If the panel finds that your complaint has been dealt with fairly, the case will be closed and we will not respond to any further communications about the matter.

The findings of the panel will be communicated to the complainant and where relevant the person complained about. A written record will be held on school premises for inspection by regulatory bodies when required.

Contact details if required

Miss G Stock
Director of the Royal Ballet School
The Royal Ballet School
46 Floral Street
Covent Garden
London WC2E 9DA
gailenes@royalballetschool.co.uk
020 7836 8899

The Marchioness of Douro CBE
Chair of Governors
The Royal Ballet School
46 Floral Street
Covent Garden
London WC2E 9DA
ladydouro@royalballetschool.co.uk
020 7836 8899

For parents wishing to raise issues concerning child protection or about accommodation at Wolf House or Jebson House please note the following contact details.



THE ROYAL BALLET SCHOOL

A complaints procedure for parents and pupils of The Royal Ballet – Upper School

Contacts for Ofsted (Boarding standards and child protection)

Tel. 08456 404040

Contacts for Hammersmith and Chelsea (Wolf House)

Contact and Assessment Service
4th Floor
77 Glenthorne Road
Hammersmith W6 0LJ
Tel: 020 8753 5392
email: cas.glenthorne@lbhf.gov.uk

Contacts for Westminster (Floral Street)

Westminster Child protection

Telephone 020 7641 7668

Fax 020 7641 7672

Head of Commissioning, Child Protection and Quality 020 7641 7665

Child protection advisers 020 7641 7675 and 7673

Address:

1st Floor

215 – 219 Lisson Grove, London NW8 8AE

Metropolitan Child Protection Unit

Tel. 020 8246 0830 Fax 0208 246 0817

Address:

Whitlock House, 6 Earls Court Road, W9 6EG

8am-6pm Monday to Friday (Officer on call outside these hours)

MF/ PH-A Sept
2009