

Appeals and Complaint Policy

September 2024



Effective Date: 27/09/2024

Review Date: 26/09/2025

Approved by: Charlotte Sapey (Managing Director), Natalie Foster (HR Manager/Director)

1. Purpose

This policy aims to provide a clear, fair, and transparent process for handling appeals and complaints from students, parents/guardians, and staff within Integr8 Dance. It outlines the steps for raising concerns, the timeframe for resolution, and the roles of key personnel in the process.

2. Scope

This policy applies to:

- Students and their parents/guardians.
- Staff and faculty.
- External suppliers or collaborators.

3. Definitions

- **Appeal:** A request to reconsider a decision made by Integr8 Dance, including assessment results, disciplinary actions, or other administrative decisions.
- **Complaint:** A formal expression of dissatisfaction with a service, decision, or the conduct of staff or other students.

4. Principles

- **Confidentiality:** All appeals and complaints will be handled with discretion and shared only with those directly involved.

- **Fairness:** Each appeal or complaint will be considered impartially, with no bias or prejudice.
- **Timeliness:** The process will be conducted as swiftly as possible to ensure quick resolution.
- **Right to Representation:** Complainants have the right to be accompanied by a representative or support person during meetings related to their complaint or appeal.

5. Appeals Procedure

5.1 Grounds for Appeal

An appeal can be made if:

- A student believes they have been unfairly assessed (e.g. crew or company placement, class assessment)
- Disciplinary action is considered unjust.
- Any administrative decision is viewed as incorrect or inappropriate.

5.2 Steps for Filing an Appeal

- **Step 1:** Submit a written appeal within 14 days of the decision. The appeal should be addressed to Natalie Foster (HR Manager/Director) at natalie@integr8dance.com and include all relevant details.
- **Step 2:** Natalie Foster will acknowledge the appeal within 5 business days and arrange a meeting (if necessary).
- **Step 3:** The appeal will be reviewed by Natalie Foster, Mitch Allen, or a designated team, depending on the nature of the appeal.
- **Step 4:** A decision will be communicated in writing within 10 business days following the meeting or review.

5.3 Further Appeal

If the appellant is dissatisfied with the outcome, they may request further review by Charlotte Sapey (Managing Director) within 7 business days of receiving the initial decision. A final written decision will be provided within 10 business days of the review.

6. Complaint Procedure

6.1 Grounds for Complaint

A complaint may be raised in cases such as:

- Concerns about the quality of teaching, services or facilities.
- Allegations of inappropriate behaviour or conduct by staff, students, or third parties.
- Issues related to health and safety.

6.2 Steps for Filing a Complaint

- **Step 1:** Submit a formal complaint in writing to the HR Manager, Natalie Foster, via natalie@integr8dance.com. Complaints should be filed as soon as possible, ideally within 30 days of the incident.
- **Step 2:** Natalie Foster will acknowledge receipt within 5 business days and initiate an investigation into the matter.
- **Step 3:** If the complaint involves staff or students, Natalie Foster will involve the relevant parties, which may include Mitch Allen (Director) or Charlotte Sapey (Managing Director), to gather information and discuss possible resolutions.
- **Step 4:** A written response outlining the findings and proposed resolution will be provided within 10 business days.

6.3 Escalation

If the complainant is not satisfied with the outcome, they may escalate the issue to Charlotte Sapey for further review. A final decision will be provided within 10 business days of the escalation.

7. Anonymous Complaints

Anonymous complaints may be considered at the discretion of the HR Manager. However, it may limit the ability to fully investigate and resolve the issue.

8. Resolution and Monitoring

- **Resolution:** Integr8 Dance is committed to finding resolutions that are fair and appropriate, including offering apologies, compensation (if necessary), or changes in policies or procedures.
- **Monitoring:** All complaints and appeals will be logged by Natalie Foster to ensure patterns or recurring issues are identified and addressed.

9. Roles and Responsibilities

- **Natalie Foster (HR Manager/Director):** Responsible for managing the appeals and complaint processes, initial investigation, and communication with involved parties.

- **Charlotte Sapey (Managing Director):** Final authority on escalated complaints and appeals.
- **Mitch Allen (Director):** Involvement in investigations and decisions related to appeals or complaints, especially those affecting school operations.

10. Review of the Policy

This policy will be reviewed annually by the HR Manager in consultation with the Managing Director and Director to ensure its effectiveness and relevance.

Signed:

Natalie Foster (HR Manager/Director)
Charlotte Sapey (Managing Director)
Mitch Allen (Director)

Date:

27/09/2024