

# Appeals and Complaint Policy

September 2025



**Effective Date:** 27/09/2025

**Review Date:** 26/09/2026

**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 crew or company placements, 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](mailto: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, or a designated team member, 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](mailto: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, 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.

## 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)

### Date:

27/09/2025