

**Courtyard Classes Complaints Policy**

Definition

This policy has been developed to address any complaint The Courtyard should receive from a parent/carer/participant regarding any dissatisfaction identified against any aspect of The Courtyard’s participation programme (see Annex 1 below).

The Emphasis for this policy is to support The Courtyard’s continual determination for best practise and seek to make any necessary changes that arise from poor experiences in a bid to improve it’s Participation Programme and the classes it runs.

Process by which a complaint may be made:

A complaint may be made by the following methods: -

* In person – the complainant shall be directed to a member of the Participation Department and full details of the complaint shall be taken.
* By telephone – the recipient shall transfer such telephone calls to the appropriate member of staff/Head of Department who shall take full details of the complaint.
* By letter or email – letters/emails outlining complaints shall be forwarded directly to The Participation Manager in the first instance.
* Via the complaints box in the box office

Recording and Monitoring Complaints

All complaints shall be logged on to the Courtyard Classes Comments and Complaints spreadsheet on the Company Drive. However, depending on the nature of the complaint, and if there are any concerns relating to Safeguarding, the complaint shall be logged on The Education Drive under Parent/Participant complaints spreadsheet in the Admin folder. This will help to maintain privacy and confidentiality as only The Education department have access to this drive.

The Associate Director will review this docuemnt and look for any trends or repetitious behaviour.

**Actions and Responsibilities**

Initial action by The Courtyard

The Associate Director, or relevant member of The Participation Department, shall respond to the complainant within 5 working days. However, if the matter requires further investigation, a holding letter will be sent immediately with an estimate of the response time. Serious complaints must be investigated at the earliest opportunity.

Investigating the Complaint

The Associate Director or relevant member of The Participation Department shall investigate the complaint and shall decide if there are grounds for any action to be taken,.

In doing so, the following principles shall be taken into account: -

• The parent/carer/participant perspective is valid;

• Staff do not intend to provide a poor service;

• Complaints are a valuable source of information.

The Associate Director shall hold discussions with the relevant member of staff and their line manager to establish further details of the situation. In resolving this, those concerned shall consider: -

• The potential risk of continuing customer dissatisfaction;

• Whether there is any need to support staff more effectively, perhaps through staff training and development;

• Whether resources need to be reallocated;

• Whether procedures need to be changed.

Implementing a Solution to the Complaint

The Associate Director’s letter/email to the complainant shall include the following, where appropriate:

* an acknowledgement of the complaint
* an explanation of the Courtyard’s findings
* appropriate action implemented to rectify the situation (where possible) and steps taken to prevent a recurrence of similar complaints in the future
* where appropriate, an apology.
* The complainant should be notified that they could lodge an appeal if they remain dissatisfied.

The original letter of complaint and a copy of the response should be given to the Administrator for filing.

**Appeal Against Decisions**

The complainant has the right to appeal if they are not satisfied that the matter has been properly resolved. If the complainant wishes to lodge an appeal against the decision made in response to a formal complaint, the following process shall be followed: -

The complainant is invited to meet informally with the appropriate member of Staff/Head of Participation Department in the first instance., unless the complaint is against the HoD, in which case the meeting should be with the Chief Executive.

If the complaint remains unresolved, the Chief Executive should be informed, if not already involved as above. Only following intervention by the CEO should the complaint be elevated to the Chair of the Board of Directors for their final conclusions.

The complainant has up to 5 working days to make an appeal, after which time the decision is upheld.

**Summary**

The Courtyard seeks to provide a quality experience accessible to all in every aspect of its Participation Programme. This procedure outlines the processes to address any dissatisfaction identified in any aspect of The Courtyard’s Participation Programme pertaining to in-house classes and Youth Theatre by the participant/Parent/carer of a member taking part in the sessions.

This procedure has been developed to ensure that The Courtyard shall address complaints quickly, fairly and effectively.

**Annex 1**

All in house Youth Theatre Classes delivered by The Courtyard

All in house youth participation classes including but not limited to: Singing Tots, Dancing Tots, Playing Together, Twinkling stars, Film Making Club, all family Saturday workshops, all holiday workshops and family festival workshops.

All in house adult participation classes including but not limited to: Writing Room, Writing Room Extra, Reading Room, Zumba, Garrick Singers, Yoga, Fit4Tap, Veterans Choir, Pilates, Life Drawing, Chance to Dance.

Please note this policy does not apply to any hires or classes that are run by other companies.