



## **Complaints Policy**

### **1. Purpose**

The purpose of this Complaints Policy is to ensure that all members, parents, and guardians of Ovation Theatre Club feel heard and supported when they have concerns or complaints. This policy provides a clear and transparent process for resolving issues in a fair and timely manner.

### **2. Scope**

This policy applies to all participants in the Ovation Theatre Club, including students, parents, guardians, and staff. Complaints can relate to any aspect of the club, including but not limited to:

- The behaviour of staff, coaches, or volunteers
- The treatment of students
- Safety concerns
- Club facilities or resources
- Performance-related issues
- Scheduling or communication challenges
- Any other aspect of the club's operations

### **3. How to Make a Complaint**

Complaints should be made as soon as possible, ideally within 7 days of the incident, to ensure prompt resolution. There are several ways to make a complaint:

- **By Email:** Complaints can be emailed to the club's official email address at [ovationtheatreclub@outlook.com](mailto:ovationtheatreclub@outlook.com).
- **In Person:** Parents, guardians, or students may speak directly to the Club Coordinator or relevant staff member during office hours.

Please include:

- A clear description of the issue
- The date(s) the issue occurred

- Names of any individuals involved (if relevant)
- Any supporting documentation or evidence

#### **4. Complaints Process**

Once a complaint is received, it will be handled in the following steps:

- **Step 1: Acknowledgement**  
All complaints will be acknowledged within 2 business days of receipt, and a brief summary of the complaint will be confirmed to the complainant.
- **Step 2: Investigation**  
The club will investigate the complaint thoroughly. This may involve speaking with the person making the complaint, the individual(s) involved, and any relevant witnesses. The investigation will aim to establish the facts and gather all relevant information.
- **Step 3: Resolution and Response**  
Within 10 business days, the club will provide a response to the complainant. This response will outline:
  - The outcome of the investigation
  - Any actions taken or changes made as a result
  - Recommendations for preventing a similar issue from occurring in the future

If the investigation requires more time, the complainant will be updated on the status and provided with a revised timeline.

#### **5. Confidentiality**

The club will handle all complaints confidentially, sharing information only on a need-to-know basis. However, if the complaint involves serious issues (e.g., safeguarding, health and safety), information may be shared with appropriate authorities or external bodies in accordance with legal obligations.

#### **6. Further Action**

If the complainant is not satisfied with the outcome of the internal investigation or resolution, they may escalate the issue to the governing body or relevant external authority. The club will provide contact details and guidance on how to proceed if escalation is necessary.

#### **7. Anonymous Complaints**

While we encourage all individuals to identify themselves when submitting a complaint, anonymous complaints will be considered and investigated as far as possible, depending on the information provided.

#### **8. Feedback and Continuous Improvement**

We value feedback and are committed to continuously improving the After-School Musical Theatre Club. All complaints will be reviewed to identify any patterns or

areas for improvement. We encourage all stakeholders to share their experiences so we can maintain a positive and inclusive environment for all participants.

### **9. Contact Information**

For any queries or if you need assistance with the complaints process, please contact:

- **Club Coordinator:** Laura Bishop
- **Email:** [ovationtheatreclub@outlook.com](mailto:ovationtheatreclub@outlook.com)
- **Phone:** 07581 367 624