

## **AMJ Theatrical Academy of Performing Arts**

### **Parent Complaints Policy**

#### **Introduction:**

At AMJ Theatrical Academy of Performing Arts, we are committed to creating a positive and supportive environment for all students, parents, and staff. We value open communication and encourage parents to share any concerns or feedback they may have. This policy outlines the steps to address complaints in a respectful and timely manner, ensuring that all issues are resolved fairly and professionally.

#### **Purpose:**

The purpose of this policy is to provide a clear and transparent process for parents to raise complaints or concerns related to the academy's programs, staff, or any aspect of the student experience. We are dedicated to addressing concerns efficiently while maintaining the highest standards of professionalism and care.

### **1. Scope of the Policy**

This policy applies to all parents or guardians of students attending AMJ Theatrical Academy of Performing Arts. Complaints can relate to any aspect of the academy's operations, including:

- Class content and quality
- Staff conduct or professionalism
- Communication between parents and the academy
- Facilities and resources
- Health and safety issues
- Fees and financial matters
- Other operational or academic concerns

## 2. Procedure for Raising Complaints

We encourage open and constructive feedback. If you have a concern, please follow these steps:

### Step 1: Informal Resolution

- **Initial Discussion:** The first step in resolving any concern is to address it informally. We encourage parents to contact the relevant staff member or teacher directly to discuss the issue. This is often the quickest and most effective way to resolve minor concerns.
- **How to Contact:** You can contact the staff member via email or in-person after class, ensuring it's at a convenient time. If you are unsure who to contact, please reach out to the academy's principle for guidance.
- **Response Time:** The relevant staff member will aim to respond to your concern within 2–3 business days.

### Step 2: Formal Complaint

If the issue is not resolved informally, parents may file a formal complaint with the academy.

- **How to Submit a Formal Complaint:** A formal complaint should be submitted in writing to the Academy's Principal. This can be done via email.
- **Details to Include:**
  - A clear description of the complaint
  - Relevant dates and any supporting documentation
  - The names of involved staff members or students (if applicable)
  - Any previous steps taken to resolve the issue
- **Acknowledgement:** The academy will acknowledge receipt of your formal complaint within 3 business days.
- **Investigation:** The academy will investigate the matter promptly, taking all relevant information into consideration. If necessary, a meeting may be scheduled with the concerned parties (parents, staff, students) to discuss the issue further.
- **Resolution:** The academy aims to resolve formal complaints within 10 business days. In some cases, where further investigation or consultation is required, this timeframe may be extended. Parents will be kept informed of the progress throughout.

### **Step 3: Appeal Process**

If you are not satisfied with the outcome of the formal complaint, you may appeal the decision. The appeal should be submitted to the Academy's Principal in writing within 5 business days of receiving the resolution. The appeal will be reviewed by an impartial panel of AMJ teachers who have not been part of the initial investigation.

- **Final Decision:** The academy will provide a final response to the complaint within 10 business days of receiving the appeal.

### **3. Confidentiality and Respect**

All complaints will be handled with the utmost confidentiality. Personal information shared during the complaint process will only be used to address the issue at hand and will not be disclosed to any parties not directly involved in resolving the matter.

We ask that all parties involved in the complaint process treat each other with respect and professionalism. The academy strives to foster an environment of mutual respect between staff, students, and parents.

### **4. Unresolved Complaints**

In the rare case that a complaint cannot be resolved internally, parents may seek advice from external organisations, such as local educational authorities or regulatory bodies related to performing arts education. However, we aim to resolve all matters fairly and to the satisfaction of all parties involved within the academy.

### **5. Contact Information**

For any questions or concerns about the complaints process, or to submit a complaint, please contact:

- **AMJ Theatrical Academy of Performing Arts**
- **Email:** adam@amjtheatrical.co.uk

### **6. Review of the Policy**

This policy will be reviewed annually to ensure it remains effective and aligns with best practices. Parents will be notified of any significant changes to the policy.

**Conclusion:**

AMJ Theatrical Academy of Performing Arts values the feedback of all parents and aims to address any concerns swiftly and fairly. By following the outlined procedure, we hope to resolve any complaints in a way that upholds the academy's commitment to excellence in education and care.

This policy was last reviewed on 15th January 2025 and is subject to change based on ongoing feedback and evolving standards.