

Florian School of Dance



Complaints Procedure

Florian School of Dance is committed to providing a friendly and welcoming service to our students and clients.

We recognise that sometimes the quality of service may be less than would reasonably be expected. In such an event we feel it important that people have an instant and friendly way of registering their complaint.

Anti-Bullying

Florian strive to providing a caring, friendly and safe environment for all of our students so they can learn in a relaxed and secure atmosphere. As detailed in our Student Code of Conduct, bullying of any form will not be tolerated within any classes and the school. If bullying does occur, the teacher should immediately provide a verbal warning, and if any type of bullying continues the student doing the bullying should be asked to leave and if under 18, a parent will be informed. If any student experiences bullying of any form within our classes, they are encouraged to report this to their teacher and discuss further action.

For more information, please refer to our Children and Vulnerable Adults at Risk Protection Policy.

Staff and teaching assistants are to report any concerns of a participant being bullied physically, verbally or through cyberbullying immediately to the DSO and follow the same reporting protocol as other incidents.

Making a Complaint

If you have a complaint or feel like an incident was inappropriately handled, please tell us about it. In most cases complaints can be dealt with right away by a personal discussion and we will strive to deal with any complaint to your satisfaction. However, if you feel that your complaint has not been properly dealt with then we ask you to do the following:

- Telephone or write to the Principal, Emma Emmerson, who will acknowledge in writing within 7 days and investigate your complaint.
- Parties involved will be spoken to within 14 days and a solution put forwards to be in place as soon as possible depending on the complexity of the solution.
- The results and solution will be shared with the complainant within a month.

All complaints will be treated seriously, and complainants will always be treated with courtesy and respect.

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Complaint Form

Name: _____

Address: _____

Daytime telephone number: _____

Are you completing this form on behalf of someone else? Yes / No

Please give details of your complaint:

Please return this form to:

Emma Emmerson
Florian School of Dance
White Culvers
Bank Street
Bishops Waltham
Hampshire
SO32 1AN

Alternatively, please email your complaint or send your form to florianschoolofdance@outlook.com