



# Complaints Policy

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Responsibility: Principal Samantha Bell, Vice Principal Fiona Forfar

# ELLITE STUDIOS

## Complaints Policy

### Introduction

ElliTe Studios is committed to providing an excellent service to all of its attendees, audiences, visitors, supporters and stakeholders, working in an open and accountable way that builds trust and respect. We realise that occasionally things will go wrong and we have therefore developed a Complaints Policy that explains our approach to dealing with all concerns and complaints when things do go wrong.

### Our Aim

ElliTe Studios aims to resolve complaints quickly, fairly and effectively. One of the ways in which we can continue to improve is by listening and responding to the views of our customers, audiences, supporters and stakeholders and in particular responding positively to complaints, and by putting mistakes right.

We aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a speedy response;
- we deal with it promptly, politely and when appropriate confidentially;
- we will respond in the correct way – for example, with an explanation, or an apology or information on any action taken;
- we will learn from complaints and use them to improve the services that we offer;
- we review annually our complaints policy and procedures.

ElliTe Studios recognises that many concerns raised will be informal, and we aim to deal with these quickly. In the first instance we would expect any complaint to be raised directly with the member of staff concerned by speaking to the member of staff directly or by contacting the school via a phone call. But if concerns cannot be satisfactorily resolved informally through that member of staff and their line manager, then the formal complaints procedure should be followed. Complaints can be made in writing to: [sam@ellitestudios.co.uk](mailto:sam@ellitestudios.co.uk)

### Definition

A complaint is any expression of dissatisfaction with our service or treatment of you, whether justified or not, with an ElliTe Studios staff member that relates to ElliTe Studios and that requires a formal response. A concern is an expression of worry or doubt over an issue considered to be important for which reassurances are sought.

### Purpose

ElliTe Studios' complaint procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

### Our approach

ElliTe Studios' responsibility will be to:

- acknowledge the formal complaint in writing or by email;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take appropriate action if required.

The complainant's responsibility is to:

- raise their concerns promptly and directly with the person concerned and if their concerns cannot be resolved satisfactorily informally, then to follow the formal complaints procedure as below;

- explain the problem as clearly and as fully as possible in writing, including any action taken to date;
- allow ElliTe Studios a reasonable amount of time to deal with the matter;
- recognise that some circumstances may be beyond ElliTe Studios' control.

### **Confidentiality**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and ElliTe Studios maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

### **Principles of the Complaints Policy**

If at any time during the investigation of a complaint matters arise that warrant investigation under disciplinary proceedings, or through a criminal investigation, the complaints procedure will be suspended until those investigations are concluded. Similarly, the complaints procedure should be suspended if a complainant is actively seeking legal redress.

Where a complaint is against a member of staff they should be informed of the support services available to them.

A complete record of the entire process should be kept. A copy of all reports and other relevant information should be provided to the Principal.

ElliTe Studios may, at any stage of the formal complaints procedure, review a complaint and give a decision, without a formal investigation, where a member of the Senior Management Team consider the complaint to be deliberately repetitive or vexatious.

Examples of such complaints being unsubstantiated or repetitive complaints against an individual or service, or where a complaint has previously been investigated and appropriate action taken.

When appealing against a previous decision, the complainant will be asked to state why they are dissatisfied with how their complaint was handled.

### **Other policies**

While the principles identified above will be applied to all ad hoc complaints received by ElliTe Studios, staff are directed to the Grievance Policy and College students are directed to the ElliTe Studios College Policies and Procedures as outlined in the Student Handbook.

For all concerns regarding safeguarding and child protection please refer to ElliTe Studios' Child Protection and Safeguarding Policy where you will find contact details of the school's Designated Safeguarding Lead.