



Policy Documents & Procedures

Complaints Procedure

THIS POLICY HAS BEEN WRITTEN FOR THE PURPOSE OF CLARIFYING PROCEDURES IN THE EVENT OF A COMPLAINT ABOUT FLAIR PERFORMING ARTS. IT IS AVAILABLE ONLINE TO ALL OF OUR MEMBERS.

Principal: Lucy Merrett (01622 277027)

Statement of Intent

Every year we deliver hundreds of hours of classes to hundreds of different students. Every so often something will arise from which a member may wish to raise a complaint. We take complaints seriously and aim to respond to them in a timely manner. We respect your right to privacy and will not publish your name in association with any complaint made in any online forum or other publicly accessible setting. Depending on the nature of your complaint it may be necessary to make other parties aware of the specifics of your complaint, if you wish to moderate what is said or have reasons for which this would jeopardise your personal circumstances it is essential that you make this known in writing, at the time of your complaint.

Your Right To Complain

Misunderstandings can often be sorted out on an informal basis. Don't be afraid to approach the teacher in a polite manner after class if it is appropriate to do so and they are not going straight into another class, they might be able to iron out the problem straightaway.

If you feel a problem needs to be looked into on an official footing, or your are unable to catch the teacher, you can put all the information in a complaint and send it to us via the Contact Us page on the website. It will be received and read by the Principal (who you can still complain about via these means) and a reply will be sent to you on the email address provided in the form.

We aim to respond in full to your complaint swiftly. However, if the issue is complicated, any delay will be explained and you will be kept informed of progress.

Review of Your Complaint

If you are still not happy after the Principal has responded, you can reply to their email expressing this to them in writing and ask them to consider their response again.

However all matters relating to the running of the school are ultimately at the discretion of the Principal. If you are still dissatisfied after the Principal considers a matter closed you have the option to take the view that we all see things differently and unfortunately the Principal and yourself have opposing views, or you may chose to cancel your classes and look for an alternative school that may suit your needs better. If this is the unfortunate outcome, which we hope it will not be, then you should refer to the Fee Collection & Class Cancellation Procedure.