



Purpose

KDE Dance is committed to providing a positive, safe, and professional experience for all participants, collaborators, and contractors. This Complaints Policy sets out how concerns or complaints can be raised, and how they will be handled fairly, transparently, and respectfully.

Scope

This policy applies to:

- Participants in classes, workshops, or performances
- Parents/carers of young participants
- Contractors, collaborators, and freelance artists
- Audience members and the general public

Our Commitment

- All complaints will be taken seriously and handled promptly.
- Complaints will be treated confidentially and sensitively.
- No one will be penalised or treated unfairly for making a complaint.
- KDE Dance will aim to resolve issues informally whenever possible but has a clear process for formal complaints.

How to Raise a Complaint

Step 1: Informal Resolution

Where possible, raise your concern directly with me (Katie / KDE Dance) as soon as possible. Many issues can be quickly resolved through open conversation.

Step 2: Formal Complaint

If you feel the matter was not resolved informally, you may submit a formal complaint in writing by email to:

 **[Insert your email address]**

Please include:

- Your name and contact details
- Details of what happened, including dates and people involved
- What outcome you are seeking

Acknowledgement will be sent within **5 working days**.

Step 3: Review and Response

- Your complaint will be reviewed fairly and objectively.
- Where appropriate, I may seek input from others involved.
- A written response will be provided within **20 working days**.
- If more time is needed, you will be informed of the delay and given a new timeframe.

Step 4: Further Action

If you are not satisfied with the outcome, you may:

- Request a further review by an independent advisor or mentor working with KDE Dance
- Contact relevant external bodies (e.g., local authority safeguarding teams, professional associations, or funding organisations) if appropriate

Safeguarding Concerns

Any complaint involving the safety or welfare of a child or vulnerable adult will be treated as a safeguarding concern and reported according to **local safeguarding procedures**.

Confidentiality

- All complaints will be handled in confidence, with information shared only on a “need-to-know” basis.
- Records will be securely stored in line with GDPR and data protection principles.

Review

This policy will be reviewed annually to ensure it remains effective and appropriate.

Date Adopted: 2024

Next Review: 2025