



**LONDON VOCATIONAL**  
BALLET SCHOOL

## **Complaints Policy and Procedure**

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London Vocational Ballet School holds the following procedures in light of a complaint, in accordance with the Department of Education's '*Best Practise for Schools Complaints Procedure*', the school's Whistleblowing policy, Persistent or Vexatious Complaints/Harassment policy and KCSIE 2025.

The below statement applies with regards to what is the difference between a concern and a complaint both of which must be acted on with serious intent.

LVBS is aware of the Freedom of Information and Data Protection Acts and annually registers with the ICO for such information to be shared by professional bodies who may become involved in an independent resolution.

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'. It is in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures.

Schools should take informal concerns seriously and make every effort to resolve the matter as quickly as possible. There are occasions when complainants would like to raise their concerns formally. In those cases, the school's formal procedure should be invoked through the stages outlined within this policy.

### **Who can make a complaint?**

Schools must not limit complaints to parents or carers of children that are registered at the school. As an independent school and a charity, LVBS also is required to comply with the Independent School Standards and act within the guidelines from the Charity Commission.

### **Raising a concern or complaint**

There may be occasions on which parents wish to draw to the school's attention a matter of concern regarding their child's education or happiness at school. All such concerns will be treated seriously and, as far as possible, confidentially. Our aim is always to resolve such issues quickly, informally, and personally. In line with the Equality Act 2010 a person may make a complaint in person, by speaking on the telephone or in writing, for example via email.

### **Time scales**

Complaints should be brought to the attention of the School within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. Complaints made outside of this time frame will be considered only if exceptional circumstances apply

### **Informal resolution (Stage 1)**

It is hoped that all complaints and concerns will be resolved as early and as informally as possible. Where parents have a complaint, it should be discussed with Senior Leaders. Whenever a complaint is received, a written record will be kept by the member of staff who receives the complaint, logging its nature and the date on which it was received. If the matter has not been satisfactorily resolved within fourteen days, then parents may choose to proceed to a formal resolution of their complaint. The procedure for this is outlined here.

### **Formal resolution (Stage 2)**

If the matter cannot be resolved informally, then parents should put their concern in writing to the Directors who will decide the appropriate course of action. A full record will be kept of the complaint and of the action taken in respect of it. It is likely that the Directors will wish to meet personally with the parents in order to discuss the matter, normally within seven days of receiving the complaint. It may be that the matter can be resolved at this meeting, or the Directors may think it necessary to carry out further investigations. They will always keep the parents fully informed (by letter, email, telephone or in person) of the ways in which the issue is being handled. When the Directors have reached their decision, the parents will be informed in writing with a full account of their reasoning.

### **Independent resolution (Stage 3)**

If parents are not satisfied with the Director's decision, they may pass their complaint on to the Trustees of the school who will establish an appropriate Panel to consider the matter. The arrangements for this stage of the procedure will be communicated to parents at the time. The Panel will normally comprise three persons, two of whom are members of the school's Trustees board and one of whom shall be independent of the management and running of the school. Members of the Panel will be appointed by, or on behalf of the board of the LVBS. Hearings will normally be held within 28 days of the approach to the Trustees. The parents will be invited to attend and have a right to be accompanied by one other person (this may be a relative, teacher or friend; legal representation will not normally be appropriate). Other relevant evidence may be heard. The panel can make findings and recommendations. If possible, the Panel will resolve the complaint immediately without the need for further investigation. Where further

investigation is required, the Panel will decide how it should be carried out. After due consideration, the Panel will reach a decision and may make recommendations.

This process will normally be completed within seven days of the hearing. The Panel will write to the complainant informing them of its decision and of the reasons for it. Any further recommendations will also be sent in writing to the complainant and to the person being complained about, the school Directors, the School's Trustee board and, where relevant, any other persons involved in the complaint. The decision of the Panel will be final.

A copy of these findings and recommendations are available for inspection on the school premises by the proprietor and the Head teacher. A written copy is kept of all complaints and whether they are resolved following a formal procedure or proceed to a panel hearing; and action taken by the school as a result from these complaints.

All correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection requests access to them.

### **The Rights of Students**

If a student wishes to raise a complaint personally, they should speak directly with the school's Senior Leaders or with the school's Safeguarding Lead. The matter will then proceed towards informal resolution. If it is not satisfactorily resolved in this way, the student's parents should follow the procedure for formal resolution outlined above.

Parents may look for further information on how to make a complaint against a school from either the Department of Education or Ofsted.

### **Discontinuing Complaints**

LVBS will treat all complaints seriously and will deal with them without recrimination.

The school reserves the right to terminate consideration of a complaint and/or restrict access to staff or procedures if a complaint or series of complaints is found to be unreasonable. Examples include but are not limited to complainants who:

- Are, or seek to be disruptive; and/or
- Whose requests are disproportionate and/or unnecessary and/or cause disproportionate and/or repeated efforts by members of staff.

In the event a complaint is terminated the complainant will be notified of this decision in writing. For further information on complaints of a harassing or vexatious nature, please see our Persistent or Vexatious Complaints/Harassment policy.

The school has had 1 formal complaint since September 2023 and 2 informal.

Approval body: Trustees and Directors  
Revised date: September 2025  
Review Schedule: 1 year  
Next review date: September 2026