

Unite Stage Academy Complaint Policy Statement

Definition of a Complaint

A complaint is defined as a grievance, problem, difficulty, or concern regarding any aspect of our services.

Commitment to Addressing Complaints

Unite Stage Academy values complaints as a critical form of feedback and is dedicated to using this information to enhance our services. This procedure outlines our commitment to addressing complaints and details what you, as a customer, can expect when you lodge a complaint regarding our services.

What Constitutes a Complaint?

A complaint may relate to:

- Lack of response
- Discourtesy
- Failure to consult
- The standard of service received

Please let us know if:

- You believe we have done something wrong.
- We have not fulfilled a commitment.
- You are dissatisfied with any aspect of our services.

Anonymous Complaints

We understand that some individuals may be hesitant to file a complaint due to fear of repercussions. Rest assured, all complaints are treated with the utmost confidentiality, and it is your right to lodge a complaint. However, if you do not provide contact details, we will be unable to inform you of the outcome of our investigation.

Complaint Procedure

1. Initial Complaint Handling

- Discuss with Team Member: Initially, the complaint should be discussed with the relevant team member within 72 hours of the incident. If resolved, the details of the complaint and its resolution should be documented and submitted to the Administrator by the end of the next working day.
- Referral to Principal: If the complainant feels unable to discuss the issue with the team member, the complaint should be referred to the Principal within 72 hours of the incident. The Principal will then notify the Administrator within the next 7 days.

2. Documentation and Review

- Upon receiving a complaint, it will be documented, and the relevant team member will be informed. This discussion should occur within 72 hours of receipt of the complaint.

3. Resolution Process

- The Principal will contact the complainant to seek a resolution. If a satisfactory resolution cannot be achieved, a meeting with all relevant parties will be arranged to find a resolution. This meeting will occur within 30 days and the decision reached will be final.

4. Confidentiality

- All complaints will be treated as confidential and will only be discussed with those directly involved.

5. Further Action

- If the complaint pertains to terms and conditions, payments, or legalities, appropriate legal action will be taken.

Record Keeping

The Principal will maintain a comprehensive record of all complaints. These records will be made available upon request.

By adhering to this procedure, Unite Stage Academy aims to ensure that all complaints are handled efficiently, fairly, and transparently, thereby continuously improving the quality of our service