

WEST BERKS BALLET SCHOOL

COMPLAINTS AND APPEALS POLICY

Customer Complaints Procedure

West Berks Ballet School responds to all complaints and ensures that they are managed efficiently and courteously and as quickly as possible. If the reply is to be dealt with swiftly, it is important that full details are given.

Anonymous complaints cannot be processed.

1. Complaints against the School:

In the event of an individual being dissatisfied with the service being offered by the school, the complaint should be detailed in writing to the Principal. She will log and acknowledge the complaint and will reply to the complainant within 28 days.

The manner and conduct of the teacher and administration of the school is a matter between the student, or their representative, and the school. The ISTD is responsible for the syllabi and examinations but not the process of teaching. However all ISTD members are expected to conform to the rules of professional etiquette as laid down by the Council for Dance Education and Training (CDET) in their Code of Conduct. If a parent/pupil wishes to make a complaint to the ISTD against a teacher or the School, it should be made in writing, with full details of the qualification studied, teacher's name and dance school to the ISTD.

2. Complaints against an examiner:

Any parent/pupil wishing to complain about the conduct of an examiner can do so only through the teacher that entered the candidate for the examination. ISTD will acknowledge complaints made directly from parents or pupils but they cannot be fully investigated.

On receipt of the written complaint, the teacher will log and acknowledge it within 7 working days and forward it to the ISTD.

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Appeals Procedure

WBBS endorses the principle of the right to appeal against a result.

Appeals will be dealt with swiftly and fairly.

WBBS is only directly responsible for marks awarded in continuous assessment.

The ISTD have an appeals procedure for appeals regarding external examiners.

1. Enquiry concerning a result within the responsibility of WBBS.

If after receiving the results from a session, a candidate or parent wishes to make an enquiry concerning the reasons for marking of a candidate, or a group of candidates, it should be put in writing to the Principal. The information should include: -

- The date of the examination or assessment session
- The tutor's name
- Candidate name
- Reasons for the enquiry

The Principal will investigate the complaint giving consideration to any published criteria for the examination; statistical information relating to the record of the examiner, (including any previous appeals) and the history of the teacher whose candidate is the subject of the enquiry.

2. Enquiry concerning a result of an external assessment.

The Enquiry will be forwarded to the ISTD. See the ISTD appeals policy at <http://www.istd.org/documents/enquiries-and-appeals-procedure/>

If the complainant believes that the complaint has not been dealt with in accordance with these procedures, they may complain to the Regulator, Ofqual.

Contact details:

Customer Services and Quality Assurance Department
Imperial Society of Teachers of Dancing
22-26 Paul Street
London
EC2A 4QE
Tel: 0207 377 1577
Email: complaints@istd.org

Office of the Qualifications and Examinations Regulator (Ofqual)
Spring Place
Coventry Business Park
Herald Avenue
Coventry
CV5 6UB
Tel: 0300 303 3344
Email: info@ofqual.gov.uk

Council for Dance Education and Training
Old Brewer's Yard, 17-19 Neal Street
Covent Garden
London WC2H 9UY
Tel: 0207 240 5703

website: www.cdnet.org.uk/info for Code of Professional Conduct and Practice for Teachers of Dance