

## COMPLAINTS & ESCALATION POLICY

### All Access Performing Arts & Fitness

**Effective from:** 1<sup>st</sup> January 2026

**Version:** 2.0

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#### **1. Commitment**

At All Access Performing Arts & Fitness, we aim to provide a high standard of teaching and care in a supportive and professional environment. We welcome feedback and are committed to resolving any concerns promptly, fairly and respectfully.

#### **2. Raising a Concern (Informal Stage)**

Parents and adult students are encouraged to raise any concerns as soon as possible, either verbally or in writing, with the Principal (Zoe).

Most concerns can be resolved quickly and informally at this stage.

#### **3. Formal Stage**

If the concern is not resolved, it may be escalated in writing.

The complaint will be acknowledged within 3 working days, and a full response will be provided within 7–10 working days where possible.

#### **4. Confidentiality**

All complaints will be handled sensitively and in confidence, with respect for the privacy of everyone involved.

#### **5. Resolution**

Our aim is to resolve all concerns constructively and fairly.

The decision made by the Principal will be considered final.

#### **6. Conduct During Complaints**

We expect all communication to remain respectful. Aggressive, abusive or inappropriate behaviour will not be tolerated and may result in further action in line with our Terms & Conditions.