



COMPLAINTS PROCEDURE

Date Adopted: July 2026

Next Review: July 2027

Organisation: Grove Studios

Complaints Contact

Jacqueline Hadlow-Moore | jacqueline@robynacademy.com
| +44 7310 265402

Date Adopted / Updated

July 2026

Next Review

July 2027

Address

37 The Grove, Gravesend, Kent DA12 1DX

Our Commitment

Grove Studios, Robyn Academy and Taboo Dance Company are committed to providing the highest standard of dance and performing arts education. We take all concerns and complaints seriously and aim to resolve them quickly, fairly and confidentially. We value feedback as an opportunity to improve.

Who Can Complain

Any student, parent, guardian, carer, staff member or member of the public who has a concern about any aspect of the studio's activities may use this procedure. Anonymous complaints will be considered but may be more difficult to investigate fully.

Step 1 — Informal Resolution

In the first instance, please raise your concern directly with the class teacher or with the Principal. Most concerns can be resolved quickly and informally through an open and friendly conversation. We ask that concerns are raised:

- By email to studio@robynacademy.com
- By telephone to the studio
- In person — by appointment with the Principal (not at the studio door during class time)

We aim to acknowledge informal concerns within 2 working days and resolve them within 10 working days.

Step 2 — Formal Written Complaint

If your concern is not resolved informally, you may submit a formal written complaint to the Principal at jacqueline@robynacademy.com. Your complaint should include:

- Your full name and contact details
- The nature of your complaint, including dates and names of those involved
- What you have already done to try to resolve the matter
- The outcome you are seeking

We will:

- Acknowledge receipt of your written complaint within 5 working days
- Investigate the complaint thoroughly and impartially
- Provide a written response within 20 working days
- Where the investigation will take longer, keep you informed of progress

Step 3 — Escalation

If you remain dissatisfied following the formal process, you may escalate your complaint to the relevant external body:

- ISTD (Imperial Society of Teachers of Dancing) — istd.org
- IDTA (International Dance Teachers' Association) — idta.co.uk
- RAD (Royal Academy of Dance) — rad.org.uk
- RSL Awards — rslawards.com
- BTDA (British Theatre Dance Association) — btda.org.uk
- ICO (Information Commissioner's Office) for data protection complaints — ico.org.uk | 0303 123 1113

Safeguarding Complaints

Any complaint relating to the safety or welfare of a child must be reported directly to the Designated Safeguarding Lead (DSL): Jacqueline Hadlow-Moore, jacqueline@robynacademy.com, +44 7310 265402.

If your complaint is about the DSL, or if you feel the concern has not been handled appropriately, contact:

- Kent Children's Social Care (MASH): 03000 41 11 11
- NSPCC Child Protection Helpline: 0808 800 5000
- Police (non-emergency): 101
- Emergency: 999

Complaints About Data Protection

Complaints regarding the handling of personal data should be directed to the Data Protection Officer: Jacqueline Hadlow-Moore, jacqueline@robynacademy.com. If unresolved, escalate to the ICO: ico.org.uk | 0303 123 1113.

Record Keeping

All formal complaints and their outcomes are recorded confidentially by the Principal. Records are retained for 3 years (or longer where a safeguarding matter is involved). Learning from complaints is used to improve our policies and practice.

Vexatious Complaints

The Grove Studios reserves the right to decline to investigate complaints that are deemed to be vexatious, repetitive or made in bad faith. In such cases, the complainant will be informed in writing.