

Footlight Performance Academy

Complaints handling procedure

Our complaints policy

We are committed to providing a high-quality service to all our students. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Principal Mrs Nina Thompson, who will review your matter and speak to the member of staff who acted for you.
3. Mrs Nina Thompson will then invite you to a meeting to discuss and hopefully resolve your complaint.
4. Within three days of the meeting, Mrs Nina Thompson will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Mrs Nina Thompson will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the examination board to which the teacher is qualified through about your complaint. Any complaint to the Legal Complaints Service must usually be made within six months of the end of the work we did for you, or within six months of finding out there was a problem.