



GEMS PERFORMING ARTS COMPLAINTS AND FEEDBACK PROCEDURE

Gems Performing Arts welcomes feedback and suggestions on how we can provide a better service for your children. We aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future.

1. Out-of-School Settings Safeguarding Contacts

As an out-of-school performing arts provider, general administrative, tuition, and service complaints are handled exclusively via our internal 3-Stage procedure above. Please note that Ofsted does not inspect or process general service complaints for unregistered out-of-school settings. However, for any serious child welfare or safeguarding concerns regarding out-of-school settings, matters will be **referred directly to the Local Authority Designated Officer (LADO) or Children's Social Care** in accordance with statutory safeguarding guidance.

2. Three-Stage Complaint Resolution Framework

Stage 1: Informal Resolution

- **General Aspects of the Setting:** Parents and carers are encouraged in the first instance to speak directly to the class teacher or Manager to explain their concern. Most day-to-day issues can be resolved quickly and informally through open dialogue.
- **Complaints About Staff Members:** If appropriate, the parent/carer will be encouraged to discuss the matter directly with the teacher or staff member concerned. If the parent/carer feels this is unsuitable, the matter should be discussed with the Manager or Principal, who will review the concern and work towards a satisfactory resolution.
- **Target Timeline:** We aim to resolve Stage 1 informal concerns within **5 working days**.

Stage 2: Formal Written Complaint

If an informal resolution cannot be reached, or if the complaint is of a serious formal nature, the parent or carer should submit their complaint in writing to Manager and DSL Melissa McKeigue. Upon receiving a formal written complaint, management will:

- Log the complaint in the formal Complaints Log and send a written acknowledgement of receipt within **3 working days**.
- Conduct a thorough investigation, interviewing relevant staff, tutors, or witnesses as

necessary.

- Send a full written response to the complainant within **20 working days** detailing the investigation findings, outcomes, and any operational changes or policy recommendations made as a result.
- Offer to meet with relevant parties (individually or together) to discuss the findings and resolution steps.

Stage 3: Formal Appeal and Panel Review

If the complainant remains dissatisfied with the outcome of the Stage 2 investigation, they may lodge a formal written appeal to Principal Emma Drysdale within **10 working days** of receiving the Stage 2 response.

- The Principal will review all investigation files, correspondence, and findings alongside an independent reviewer where appropriate.
- An Appeal Review meeting or independent panel hearing will be convened within **14 working days** of receiving the appeal request.
- A final, conclusive written determination will be issued to the complainant within **5 working days** following the appeal review.

3. Record-Keeping & External Guidance Context

Complaints Record Retention

Gems Performing Arts maintains an accurate, dated, and confidential central record of all formal written complaints for a minimum of **3 years**. Every logged complaint entry includes:

- The specific operational, fee, or service standard to which the complaint relates.
- The name and contact details of the person making the complaint.
- The exact nature, date, and time of the complaint.
- Detailed records of how the complaint was investigated and handled, including all actions taken.
- Details of all information, findings, and formal written responses provided to the complainant, including strict adherence to timescales.

This policy was adopted by: Gems Performing Arts	Date: 6/9/2026
To be reviewed: 6/9/2028	Signed: 

This policy is written and maintained in accordance with:

- DfE *Out-of-School Settings: Safeguarding Guidance for Providers* (February 2026)
- DfE *Keeping Children Safe in Education* (September 2026)