



GEMS PERFORMING ARTS COMPLAINTS AND FEEDBACK PROCEDURE

Gems Performing Arts and Gems Holiday Clubs welcome feedback and suggestions on how we can provide a better service for your children. Please email Principal Emma Drysdale directly at emma@gemsperformingarts.com

COMPLAINTS

Gems welcome your complaint if there is something you are not satisfied with.

Informal Complaint

If you are not happy with something at a Gems, we encourage you in the first instance to talk to a member of staff and explain your concern. Our manager Melissa is happy to listen to any concerns which can then be discussed with the relevant staff. If you are not happy with how the person you speak to deals with what you say, or the outcome, you can make a formal complaint.

Formal Complaint

You can make a formal complaint to the Principal of Gems Performing Arts & Gems Holiday Clubs. Email emma@gemsperformingarts.com. When you write to the Principal about the issue that concerns you, she will take the following actions:

- Fully investigate each complaint and address your concerns with the rest of the management team.
- Send a response within 14 days of being contacted and explain the outcome.

Complaint in relation to OFSTED

Gems hope to be registered with Ofsted in 2021. Gems must provide Ofsted, on request, a written record of all complaints in a specified period and the action taken as a result of each complaint. Gems must keep accurate, dated records of each step of the procedure. The following information should be included:

- The welfare requirement to which the complaint relates.
- The name of the person making the complaint
- The nature of the complaint.
- The date and time of the complaint
- Details of how the complaint has been dealt with, including any action taken.
- Details of information and findings provided to the complainant, including the timescale.