



Streetz Ahead

Complaints & Appeals Policy

Registered charity number 1160702

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Approved by:	Alan Harry & Elizabeth Lahav
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Guidelines

It is the intention of The Streetz Ahead Performing Arts School, as laid out in its mission statement, to create a professional and creative working environment for students and staff. However, even in the best-run institutions, mistakes can happen, and it is our wish that a parent/guardian/student should know clearly the procedure for making a complaint should it become necessary. We ask that parents/guardians and students do everything they can, as will staff, to resolve a problem before it becomes a formal complaint or appeal.

If a child/student has a problem, they should communicate with their dance teacher in the first instance. Should they not feel comfortable doing this, they can approach **Alan Harry**, who is the Executive Director, and finally, they can contact **Elizabeth Lahav** (CEO of Streetz Ahead).

If a parent/guardian, or member of the public, wishes to make a complaint the procedure is as follows:

First Stage

The parent/guardian should write to **Alan Harry, Executive Director**, clearly outlining the issue, and request a response.

Should a meeting take place involving the student at this stage, it is recommended that the number of staff present be limited to lessen the risk of a student feeling overawed or intimidated. It is also recommended that a nominated member of staff manages the process from start to finish, ensuring continuity and fairness.

Second Stage

If there is still no resolution, the parent/guardian should write to **Elizabeth Lahav – CEO**, who will investigate, speak to the parent/guardian either in person or on the telephone, and reply to the parent/guardian.

Final Stage

The parent/guardian may appeal to **The Trustees** on procedural grounds only, within fourteen days of receiving the reply. The Chair will consider the concern/complaint on procedural grounds only and, if deemed necessary, meet with the parent/guardian. The Chair's response is final.