**COMPLAINTS PROCEDURE**

Taylor’s Dance Company responds to all complaints and ensures that they are managed efficiently and courteously and as quickly as possible. If the reply is to be dealt with swiftly, it is important that full details are given. Anonymous complaints cannot be processed.

**1: Complaints against Taylor’s Dance Company**

1.1 In the event of an individual being dissatisfied with the service being offered by the school, the complaint should be detailed and sent in writing to the Principal (Niki Taylor). She will log and acknowledge the complaint and will reply to the complainant within 14 days.

1.2 The manner and conduct of the teacher and administration of the school is a matter between the student, or their representative, and the school.

**2: Customer Complaint Procedure**

2.1 The complaint must be in writing, dated and signed by the complainant. Emailed complaints are acceptable provided the complainant’s full name and postal address details are included.

2.2 Anonymous complaints will not be considered or dealt with under this policy.

2.3 The complaint must include the name of the Team Member concerned with a factual explanation of the alleged incident, and be accompanied by any supporting documentation and details of any action already taken to resolve the complaint.

2.4 The complaint must not be more than two months after the alleged incident or incidents, unless the complainant was not aware of their existence at the time they occurred, or the circumstances were such that they could not reasonably have been aware of such incident or incidents.

2.5 Taylor’s Dance Company will endeavour to acknowledge the complaint within fourteen working days of receipt.

2.6 The Team Member who is the subject of the complaint will be sent a notice of the complaint which will provide details of the complaint against them, including any supporting evidence and documentation, unless there are exceptional circumstances for not providing the same, for example, the information would prejudice any criminal proceedings that may be instigated or are already in progress or there are concerns about the safety of the Complainant or any third party.

2.7 The team member will be expected to respond and state their case and provide any relevant information or evidence in support as soon as is reasonably possible and in any event within 14 working days of the date the notice of the complaint was sent to them.

**3: Confidentiality**

3.1 All complaints will be treated confidentially.

Complaints should be sent via email to info@taylorsdancecompany.co.uk.

**WHISTLEBLOWING POLICY**  
Guidance taken from NSPCC website.

**1. Our Commitment**We always aim to conduct ourselves ethically, and with honesty and integrity. We expect the same high standards from all of our people – employees, sub-contractors, and volunteers. We do, however, recognise that there may be occasions when we – or our people – do not get this right. In these instances, you may feel that you need to raise your genuine and serious concerns through this whistleblowing policy.

**2. Aim of the Policy**The aims of this policy are to:

• provide an effective way for you to raise serious concerns  
• ensure that you receive feedback on any action undertaken by us as a result of you raising serious concerns  
• ensure that you will be protected from reprisals or victimisation for having raised your concern in good faith  
• signpost you to further options available to you if you are dissatisfied with our response, or if internal investigation is not appropriate  
•allow Taylor’s Dance Company to take action against any employee/sub- contractor who makes allegations in bad faith and/or publicly discloses information when it is unreasonable for them to do so.

**3. Who this Policy Applies to**

This policy applies to everyone who works for and volunteers with Taylor’s Dance Company. This means Taylor’s Dance Company employees, volunteers, freelancers, interns, and subcontractors.

**4. Defining Whistleblowing**

‘Whistleblowing’ is a term used to refer to the internal or external disclosure of malpractice as well as illegal acts, or omissions, at work. It covers, for example, how we raise funds, how we commission work or make payments.

**5. Protecting Individuals using this Policy**

The Public Interest Disclosure Act 1998 amended the Employment Rights Act 1996 and it provides protection for individuals who raise legitimate concerns about specified matters, outlined below. These are called qualifying disclosures. A qualifying disclosure is one made in good faith by an individual who has a reasonable belief that:

• a criminal offence (including fraudulent and corrupt behaviour, eg theft, fraud or malpractice)  
• a miscarriage of justice  
• an act creating risk to health and safety  
• an act causing damage to the environment  
• a breach of any other legal obligation, or  
• concealment of any of the above.

It is not necessary for you to have proof that such an act is being, has been, or is likely to be, committed. You do, however, need to hold a reasonable belief of such an action having been, being or likely to be carried out. If you make such a protected disclosure, you have the right not to be dismissed, subjected to any other detriment, or victimised. This is the case even were it to materialise that you were genuinely mistaken.

We will not tolerate any individual being subjected to a detriment as a result of their making a disclosure in good faith. Under the law, interns, contractors or volunteers, are not afforded the same legal protection that is afforded to employees. As Taylor’s Dance Company, however, we want to promote and encourage an open and honest environment in which concerns can be freely raised. We will therefore, in so far as is possible, aim to treat all individuals making a disclosure in the spirit of the Public Interest Disclosure Act 1998.

**6. Malicious Disclosures**

If it is found that you have maliciously raised a matter which you know to be untrue or you are involved in any way in the malpractice, wrongdoing or illegal acts or omissions, your behaviour may be addressed through the appropriate Taylor’s Dance Company policy.

**7. Non-Whistleblowing Concerns**

This policy is only to be used in the exceptional circumstances as outlined in section 5, above. There are a number of Taylor’s Dance Company policies that will be relevant in other circumstances. This list includes but is not limited to:

• safeguarding and child protection  
• bullying and harassment  
• disciplinary  
• grievance.

**8. Raising a Concern**

You should raise your whistleblowing concern as soon as possible. This will make it easier to act and to enable any problems to be resolved or reported quickly. You can make your disclosure orally but written disclosures are preferable as these will make the process more efficient and effective. In your disclosure, you should:  
• provide any relevant context and background, including relevant dates, venues, names etc  
• state clearly the reason why the situation is cause for concern.

You must say that you are raising your concern using the whistleblowing policy and whether you wish your identity to be kept confidential. While we will make every effort to deal with your case confidentially, depending on the circumstances of the case this may not always be possible. Where this is the case, you will be informed of this and the reasons why it was not possible.

We will consider anonymous disclosures, but we do not encourage them as anonymity often makes it difficult to properly investigate concerns, protect employees or give feedback on outcomes.

**9. Who Should I Raise it With?**

You should always look to raise the matter with the Office Manager(Sophie Hunt) in the first instance. Where this is not appropriate because they may be involved in the alleged malpractice, wrongdoing or illegal acts or omissions in some way, raise your concern with one of the Principal (Niki Taylor). In some circumstances where it would be inappropriate for you to approach the manager or their manager, you should raise the matter directly with a legal advice firm.

**10. What Happens after I Raise a Concern?**

Your disclosure will always be acknowledged within three working days. It will be investigated by the Taylor’s Dance Company manager or Principal that you raise your concern to.

They will arrange to meet you as soon as possible, away from the workplace if necessary, to enable you to explain your concern, as outlined in section 8, above.

As per section 8 above, we may not always be able to keep your details confidential but we will always let you know if it is not possible to do so. You will be told either at the meeting or as soon as possible afterwards, what action will be taken to address the concern you have raised. Where action is not taken, you will be informed and given an explanation. The action taken in response to a disclosure will depend on the nature of the concern.

Typically, the matters raised may result in one or more of the following:  
• no action required  
• action being taken under other Taylor’s Dance Company policy or procedure  
• an internal investigation under this policy  
• a referral to the police or relevant statutory body  
• a referral to the Charity Commission  
• an independent enquiry.

Any Taylor’s Dance Company manager or Director receiving a potential whistleblowing concern must notify the head of governance immediately that a concern has been raised and inform them of progress in resolving the concern.

**11. Raising a Concern Externally**

We strongly encourage you to exhaust the internal processes set out above in the first instances.

In exceptional or urgent circumstances, however, or where, having made a disclosure, you are unhappy with the outcome, you have a legal right to make a disclosure to prescribed bodies. These include but are not limited to:

• the Charity Commission;  
• HM Revenue & Customs;  
• the Health and Safety Executive;  
• the Financial Services Authority;  
• the Office of Fair Trading;  
• the Environment Agency  
• fundraising regulator.

Similar to the rights and obligations of an employee, Taylor’s Dance Company reserves the right to make a referral to any of the above agencies without your consent.

**12. Making a Disclosure to the Press**

Disclosures to the press will not be considered reasonable and may constitute misconduct. As such, the matter might be treated as a disciplinary matter in accordance with our disciplinary and grievance policy and procedure.

**13. Further Help and Assistance**

If, at any stage in the procedure, you are unsure about what to do and would like independent advice, you can discuss your concern with someone at Public Concern at Work. This body is an independent charity staffed by lawyers, which offers confidential free legal and practical advice on how people can raise concerns about malpractice at work. They can also provide advice about what legal protection may be available to you. You can email Public Concern at Work at whistle@pcaw.org.uk or phone them on their advice line: 020 3117 2520.