

## **RINGWOOD BALLET COMPLAINTS FORM**

### **INSTRUCTIONS**

1. **If complaint** relates to the class, the parent / member / student would be invited by the teacher to make a time to discuss the matter first with the teacher at a mutually convenient time.

If after a discussion and a verbal agreement, resolution was not able to be reached between the two parties, then at the teachers discretion the parent will be invited to partake of the formal written complaints process as outlined below in section 3.

2. **If complaint** relates to final right of approval / decision making by the Artistic Director, then as per the current policy (Committee Policy on Teaching Decisions reviewed in August 2002), the complaint process is not required as these matters fall under Artistic Director jurisdiction, not committee processes.

3. **For all other complaints** please complete the following.

Please complete the form, **sign and date it** and forward it to the President through either official mail -

The President  
Ringwood Ballet Group  
PO BOX 545  
Heathmont 3135

Or Ask for it to be placed into The Presidents communication file at the studio.

1. You will be sent an acknowledgment of receipt and the date of the next committee meeting where it will be discussed and an outcome decided.
2. You will then be contacted by the President for the result and further discussion of the outcome if needed.



Next Review Date

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