

The purpose of the document is to create a defined process whereby all complaints that are received in writing can be acknowledged and discussed within the formal environment of the next committee meeting, and feedback given immediately afterwards to the member of the Ringwood Ballet Group with the complaint. This will be the only formal process available for complaints to be received.

1. **The complaint can be from** a student / member of the Ringwood Ballet Group ie parents and committee / teacher  
  
**and directed to** a student / member / committee member / teacher.
2. The complaint contains the name and details of the person writing the complaint, details of the complaint and is a signed and dated document.
3. When the written complaint is received, it will be forwarded to the President, who will write an acknowledgement of receiving it and give the date for it to be tabled at the next committee meeting, and an expected date of follow up.
4. The written complaint will then be tabled at the next meeting, discussed and a response drawn up. If the complaint concerns a teacher or committee member present at that meeting, they will be informed beforehand and given the opportunity to access the complaint and be present at the meeting for discussion and outcome development.
5. The President will then follow up with a written response and discussion if needed with the person lodging the complaint.
6. The time frame will not be longer than the date of the next committee meeting for the hearing and response to the complaint.
7. If the complaint is written by the President or is about the President, then steps 3-7 will be carried out by the Vice- President.
8. In regard to class complaints 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 and the complaint will be heard by the committee.

9. In all matters of an Artistic Nature or teaching decision as per the current policy (Committee Policy on Teaching Decisions), the complaint process is not required as these matters fall under Artistic Director jurisdiction, not committee processes.

Written by	<u>Ringwood Ballet Committee</u>
Date	_____
Review Date	_____

**Next Review Date**

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