Industry Performing Arts Complaints Procedure Policy

At Industry Performing Arts, we are dedicated to providing an exceptional and supportive environment for all of our students, staff, and visitors. We understand that from time to time, issues or concerns may arise, and we want to ensure that everyone feels heard, respected, and valued. This Complaints Procedure Policy outlines the process for addressing any complaints or concerns related to the studio's operations, services, or conduct.

We take all complaints seriously and aim to resolve them promptly, fairly, and with professionalism. Our goal is to maintain a positive environment where everyone can thrive, and any concerns are addressed in a way that reflects our values of respect, integrity, and inclusivity.

1. What Constitutes a Complaint?

A complaint is defined as any expression of dissatisfaction with the services, policies, practices, or behaviour of the studio or its staff. This could include, but is not limited to:

- Issues with the quality of classes, instruction or facilities.
- Disputes over scheduling, payments or fees.
- Concerns about the behaviour or conduct of staff, teachers, or other students.
- Discrimination, harassment, or other violations of the studio's Code of Conduct.
- Safety or health concerns related to the studio environment.

2. How to Make a Complaint

We encourage students, parents, or staff members to address complaints promptly and directly with the studio in order to resolve the issue as quickly and efficiently as possible. Complaints can be made in the following ways:

- In Person: If you feel comfortable, speak directly with the instructor or studio manager immediately after class or during office hours.
- Via Email: Send an email to enquiries@industrypa.com.au clearly outlining your complaint, including any relevant details (e.g., date, people involved, nature of the concern).
- Via Phone: Call Shannon (0425 683 911) or Nicole (0416 243 755) to speak with a member of the studio team who can assist you with the complaint process.

3. Complaint Acknowledgment

Upon receiving a complaint, the studio will:

- Acknowledge receipt of the complaint within 2 business days.
- Provide an overview of the complaint process and the estimated timeline for resolution.
- Maintain confidentiality as much as possible while handling the complaint.

4. Investigating the Complaint

Once a complaint has been received, we will:

- Review the details of the complaint and gather any relevant information.
- Speak with the individuals involved to ensure a fair and thorough investigation.
- Depending on the nature of the complaint, this may include consulting with the studio staff, other students, or witnesses.

The studio aims to resolve all complaints within 5-10 business days. If more time is needed, we will inform the complainant of the delay and provide an updated timeline.

5. Resolving the Complaint
The studio will take appropriate action based on the findings of the investigation. Possible outcomes may include:

- A resolution or corrective action to address the complaint.
- An apology to the complainant if necessary.
- Mediation or a meeting between the parties involved to discuss the issue and come to an agreement.
- A change in policies or procedures if the complaint highlights a systemic issue.
- In rare cases, more serious actions such as disciplinary measures or removal of an individual from the studio may be required.

We aim to resolve complaints in a way that is fair to all parties involved and fosters positive relationships moving forward.

6. Confidentiality
All complaints will be handled with confidentiality to protect the privacy and dignity of everyone involved. Information will only be shared with individuals who need to be involved in the resolution of the issue. In certain situations (e.g., legal or safety concerns), information may need to be disclosed to relevant authorities, but this will be done with the utmost care and sensitivity.

7. Appeal Process
If the complainant is dissatisfied with the outcome of the investigation or the resolution of their complaint, they may:

- Request a review of the decision by the studio director
- Submit a written appeal, outlining the reasons for dissatisfaction with the resolution and any additional relevant information.

The studio director will review the appeal and respond with a final decision within 10 business days.

8. Prevention and Improvement
As part of our commitment to continuous improvement, we will:

- Use complaints as an opportunity to evaluate and improve our services, policies, and procedures.
- Address any recurring issues or trends that are identified through the complaints process.
- Provide ongoing training and support to our staff to ensure that the studio environment remains positive and professional for everyone.

9. No Retaliation
We have a strict zero tolerance policy against retaliation. No individual will face any form of retaliation or disadvantage for raising a complaint in good faith. This includes protection for students, parents, and staff from any adverse actions or behaviour following the submission of a complaint.

10. Feedback and Suggestions
In addition to formal complaints, we encourage all students, parents, and staff to provide constructive feedback or suggestions that may help improve the studio experience. Feedback can be shared through the same channels as complaints and will be reviewed regularly by the studio management.

We are committed to maintaining an open, honest, and transparent environment at Industry Performing Arts, where concerns are taken seriously, and everyone feels respected and valued. If you have any questions about this Complaints Procedure Policy or need assistance with filing a complaint, please do not hesitate to contact us.

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www.industrypa.com.au