



COMPLAINTS POLICY

Cyclorama Drama & SJC Speech and Drama Tutoring

POLICY STATEMENT

Cyclorama Drama and SJC Speech and Drama Tutoring (hereafter "the Company") is committed to maintaining a high standard of tuition and customer service. We recognise that from time to time, parents, guardians, or learners may wish to raise concerns. This policy outlines our approach to handling complaints in a professional, fair, and transparent manner.

OUR COMMITMENTS

The Company will ensure that:

- All complaints are taken seriously and handled promptly.
- Complaints are initially resolved informally where possible.
- A formal complaints process is available if an informal resolution is not satisfactory.
- A record of all complaints is maintained for quality assurance purposes.

PROCEDURE FOR MAKING A COMPLAINT

1. Informal Resolution – Complaints should be raised directly with the tutor in the first instance, either in person, by phone, or via email.
2. Formal Complaint – If the issue is not resolved informally, a formal complaint should be submitted via email to the Company Director.
3. Investigation and Resolution – Complaints will be acknowledged within five working days and a full response provided within ten working days.
4. Escalation – If the complaint remains unresolved, the complainant may request a review by an independent adjudicator within the Company.

COMPLAINTS RECORDING

- All formal complaints will be logged, including details of the complaint, actions taken, and resolution.

This policy is integral to our commitment to creating a safe and nurturing environment for all children and young people involved with Cyclorama Drama / SJC Speech and Drama.

Date of Last Review: 15th February 2025

Next Review Due: 1st September 2025

Signed: _____

Sarah Cook

Company Director