

## COMPLAINTS PROCEDURE

Sharpe Academy of Theatre Arts strives to provide the very highest in lesson and show standards. Please see below for the correct procedure to follow should you wish to make a complaint for any reason. All written and verbal communications made during the procedure are treated in the strictest of confidence.

Should you wish to make a complaint please follow the following instructions.

### Minor concerns

If you have a minor concern or a question, then please e-mail [Daniel@SharpeAcademy.co.uk](mailto:Daniel@SharpeAcademy.co.uk) or call **01923 354875**

For any urgent matters which need an immediate response such as venue locations or medical emergencies please do call us. The Sharpe Academy mobile phone – **07500 569024** – is on from 10.00am–6.00pm each day except on show days or during lesson times when the phone will always remain on until 30 minutes after the lesson/show has ended.

We do have instant e-mail on our phones, however during rehearsals, performances or holidays this may be disabled.

### Complaints

Any complaints are to be made directly to the Academy in this way and not to any third parties.

1. Your complaint should be made in writing detailing the complaint in full. Whilst we will do our best to piece together any missing information the more information you provide us with the quicker we will be able to respond.
2. This letter should be posted to:  
**Sharpe Academy, Watersmeet, High Street, Rickmansworth, Hertfordshire, WD3 1EH**
3. Within 14 days you will receive a written response. Once a complaint has been dealt with by Sharpe Academy the complaint and response will be kept on file for future reference. We would advise all Parents/Guardians to read all our policy documents before making a complaint. The following documents can be found on our website [www.SharpeAcademy.co.uk](http://www.SharpeAcademy.co.uk):
  - a) Sharpe Academy Terms & Conditions
  - b) Sharpe Academy Code of Conduct
  - c) Sharpe Academy Child Protection Policy
  - d) Sharpe Academy Bullying Policy
  - e) Sharpe Academy Health & Safety Policy
  - f) Sharpe Academy Ofsted Information

**Please note:** Whilst we aim to respond to all matters ourselves there may be occasions when we feel our solicitors may be best able to deal with your complaint. If this is the case you will receive a letter from our solicitor on our behalf. Any responses should then be sent directly to our solicitor.