



PROFESSIONAL TEACHERS OF DANCING

COMPLAINTS POLICY

ISSUE AND REVIEW

The date of issue of this policy is January 2018. This policy was reviewed in October 2020 and will continue to be reviewed regularly.

WHEN TO USE THIS POLICY

A complaint is defined as an expression of dissatisfaction about the provision of an examination or any other service provided by the PTD. A complaint will not be treated as an appeal and will not affect results or grades.

If you have a complaint to make about the service provided by the PTD which does not affect results or grades please refer to this policy.

If you are unhappy with the way in which the PTD has delivered a service you may wish to make a complaint. Examples of topics are:

- Exam process and procedure
- Examiner
- Data protection
- Website
- Other issues

CONFIDENTIALITY

Confidentiality will be preserved during the investigation of a complaint to safeguard the interests of everyone concerned unless disclosure is necessary to progress the complaint. The PTD expects that all parties will respect the confidentiality of the process. Any individual about whom a complaint is made will have the right to be informed of the fact and nature of the complaint.

The PTD hopes that you do not have cause to complain and aims to provide a high quality and efficient service. It therefore takes all complaints very seriously. Head Office acknowledges all complaints and ensures that they are managed efficiently, courteously and as quickly as possible. If the reply is to be dealt with swiftly it is important full details are given and sent to:

Professional Teachers of Dancing
The Studios
Morcombelake
Dorset
DT6 6DY

ptdenquiries@msn.com

Please provide as much information as possible.

Complaints are recorded and a copy of the complaint is sent to the person or persons about whom the complaint has been made for their response.

Complaints will be investigated in the first instance by the Head of Examinations. Following the investigation, a report will be made to the Management Committee, who will make a decision about whether the complaint should be upheld after reviewing all the evidence presented. The Management Committee may decide to contact the candidate or teacher and the person or persons about whom the complaint was made for further information.

If the complainant is unhappy with the findings and decision of the PTD then the complaint will be referred to RSL Awards Ltd.