



PROFESSIONAL TEACHERS OF DANCING

COMPLAINTS POLICY

ISSUE AND REVIEW

This is version 3 (January 2022) of the PTD Complaints Policy. The policy is subject to regular revisions.

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.

Please note, the PTD does not regulate or accredit teachers who offer the PTD graded qualifications and thus has no liability for their delivery. Please ensure that you check that a teacher is suitably qualified and has the relevant insurances and safeguarding requirements in place before engaging them to deliver qualifications to candidates.

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 in relation to:

- The examiner
- The process/procedure used by PTD to register, manage, and issue results.

Making a general complaint about the PTD, such as:

- 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 PDT 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 treats all complaints in confidence and works within the Data Protection Act 2018 and GDPR.

HOW TO MAKE A 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. If the reply is to be dealt with swiftly it is important full details are given and sent to:

Quality Assurance Department
Professional Teachers of Dancing
The Studios
Morcombelake
Dorset
DT6 6DY
ptdenquiries@msn.com

INFORMATION REQUIRED TO MAKE A COMPLAINT

When making a complaint please provide as much information as possible. Including:

- Your name and contact details
- Your membership number
- Copies of any relevant correspondence related to the issue

COMPLAINTS PROCEDURE

Complaints will be investigated in the first instance by the PTD Quality Assurance Department.

Stage 1 Complaint

- Once an initial complaint is received by the PTD, it is reviewed and investigated by the PTD Quality Assurance Department.
- Complaints are recorded and all complainants will receive an acknowledgement letter outlining the response time.
- A copy of the complaint is sent to the person or persons about whom the complaint has been made (where appropriate) for their response.
- Following an investigation of the issue a decision will be made by the departmental manager and all complainants will receive a letter explaining the decision/outcome.

Stage 2 Complaint

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