# Choreography To Go Complaints Policy

## Introduction

This document sets out Choreography To Go complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from Choreography To Go’s values our learners who undertake our course.

Therefore, it is important should you feel you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons appropriate to improving service level expectations.

## Scope

This policy covers complaints that learners and members of the public may wish to make in relation to the qualifications offered by Choreography To Go.

It is not to be used to cover enquiries about services offered by Choreography To Go or appeals in relation to assessment decisions made by Choreography To Go. These areas are covered by our Appeals Policy. Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our Appeals Policy.

If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect malpractice and/or maladministration may have occurred you should send your concern to us in accordance with the arrangements in our Malpractice & Maladministration Policy. This should occur as soon as possible to protect any associated evidence that may form part of your complaint.

## Choreography To Go responsibility

## We advise that our staff and learners involved in the management, assessment and quality assurance of our qualifications, are aware of the contents of this policy and that A.T. Provider has a complaints handling procedure in place to deal with complaints from learners about the services they receive from us.

## How should I complain?

Stage 1 –

* Learners should first make the appeal through the Interval Verifier, in the case of all qualifications with will be Danni Evans email - danjamjosh@aol.com

 Please contact them directly stating why you would like to appeal the assessment decision within 14 working days of the assessment decision. The Internal Verifier will investigate the matter thoroughly and respond to the leaIf the appeal is unresolved then please proceed to stage 2

Stage 2 –

* Choreography To Go will contact the External Verifier at Active IQ within 4 weeks of the initial appeal being unresolved. If the external verifier is unavailable then the appeal will move into stage 3

Stage 3 –

* A written appeal should be made by the learner to the head of quality assurance at Active IQ, they will investigate the matter and respond in writing within 14 working days.

Stage 4 –

* The leaner will be offered a formal appeals hearing which will be at a cost assocaited with the appeal. This will be conducted by the appeals pannel within 6 weeks.

## If you have fully exhausted the process and are still unhappy with the outcome then you can contact Active IQ directly if you feel there was a significant breach by the centre of Active IQ’s various procedures. Contact details can be found on Active IQ’s website.

## Confidentiality and whistle blowing

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us. If you are concerned about possible adverse consequences please inform us that you do not wish for us to divulge your identity.

## What happens if my complaint is upheld?

If any part of your complaint is upheld we will of course respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements. For example, by reviewing our procedures to assess the impact on our arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behavior of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation following notification from Active IQ indicates a failure in our processes, Choreography To Go will give due consideration to the outcome and will, as appropriate, take actions such as:

* Identify any other learner, who has been affected by that failure
* Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
* Ensure that the failure does not recur in the future
* Compensate the learner if the centre is found it has compromised its own terms and conditions that form part of the contract between us and the learner in question.

Thank you for your contribution and commitment to making our policy work.