



## Choreography To Go

### Complaints Policy

Date: 24 November 2025

Signed:

A handwritten signature in black ink, appearing to read 'R Holmes', with a horizontal line underneath.

Rachel Holmes, Director

## **Introduction**

This document outlines the Choreography To Go Complaints Policy. It is intended for learners and all individuals who receive direct or indirect services from us. We value our learners and take all concerns seriously. If you feel the service you have received is below expectations, please raise this with us immediately so we may address it and continuously improve.

## **Scope**

This policy covers complaints made by learners or members of the public relating to qualifications delivered by Choreography To Go.

This policy does *not* cover general enquiries or assessment appeals. Appeals must follow the Choreography To Go Appeals Policy.

If you believe an assessment or exam was conducted incorrectly, or you suspect malpractice or maladministration, you must refer to our Malpractice & Maladministration Policy as soon as possible so evidence can be preserved.

## **Choreography To Go Responsibilities**

All staff, tutors, assessors and learners involved in the delivery, assessment and quality assurance of our qualifications must understand this policy. Choreography To Go maintains clear procedures to ensure all complaints are handled promptly, fairly and transparently.

## **How to Make a Complaint**

### **Stage 1 – Contact the Internal Verifier**

Learners should first submit their concern to the Internal Verifier:

**Danni Evans – danjamjosh@aol.com**

This must be submitted within 14 working days of the assessment decision. The Internal Verifier will investigate and respond. If unresolved, proceed to Stage 2.

### **Stage 2 – Escalation to Director**

If the concern is unresolved, it will be escalated to the Director of Choreography To Go. The learner must submit a written complaint. A written response will be provided within 14 working days.

### **Stage 3 – Formal Appeals Hearing**

If the learner remains dissatisfied, they may request a formal appeals hearing. A fee may apply. The appeals panel will review the case and respond within 6 weeks.

## **Confidentiality and Whistleblowing**

We respect the confidentiality of complainants. If you wish your identity to remain confidential, please tell us. We will take all reasonable steps to protect your anonymity unless disclosure is legally required.

**If a Complaint is Upheld**

If a complaint is upheld, Choreography To Go will consider corrective actions, which may include:

- Reviewing procedures
- Providing staff training
- Identifying affected learners
- Correcting or mitigating any issues
- Preventing recurrence
- Compensating learners where applicable under contractual obligations

**Signatures**

Tutor: Kelly Reed (K Reed)

Director: Rachel Holmes

**Next Review:** May 2026