

COMPLIMENTS COMMENTS AND COMPLAINTS POLICY

S L Drama Academy CIC

01 S L DRAMA ACADEMY CIC VALUES AND STATEMENT

01.1 S L Drama Academy CIC aims to Strive for Excellence. We strive for excellence in everything that we do, but we realise that sometimes we get things wrong and that not everyone will agree with what we do.

We welcome and value feedback as this enables us to listen, learn, and improve what we do and how, overall helping to benefit the children and young people we work with.

This Policy will outline who, how and where you can make a compliment, comment or complaint with regards to the S L Drama Academy CIC team (persons), services or delivery of any hosted event represented by us.

02 WHO THIS POLICY IS FOR

02.1 External -This policy applies to individuals (members of the public) schools, and other community organisations wishing to comment on, compliment or complain about the performance of services, fundraising activities, the suitability of programme delivery and the conduct of employees, volunteers, contractors and third parties working with or representing S L Drama Academy CIC.

02.2 Internal – This policy **does not** apply to S L Drama Academy CIC employees, facilitators, interns, volunteers' contractors, consultants and agency workers If they wish to make a complaint, they can do so privately and confidentially by referring to the relevant S L Drama Academy CIC Policies e.g.: Grievance Policy, Whistleblowing policy, and Safeguarding Policy as appropriate.

02.3 Those persons to whom this policy does not apply should make their compliments and comments to their line manager or persons to whom they consider their compliments/comments are most relevant.

03 COMPLIMENTING US

03.1 Compliments are valuable, and important to us and when they are received, they will be recorded and reported on.

03.2 Compliments enable us to:

- Understand from our supporters and stakeholders what we do well and the positive difference this makes
- Provide positive feedback to the S L Drama Academy CIC team – whether paid or unpaid
- Recognise great work and praise individuals who have made a positive impact
- Influence the continued development of what we do, why and how.

04 COMMENTING ON OUR STAFF/FACILITATORS OR OUR WORK

04.1 It is always helpful to hear what people think about us; what we do and how.

Compliments and comments are welcome because they:

- Help maintain the standards of our activities
- Help to influence the organisational decisions we may make
- Raise issues of real importance and can lead to change for the better

04.2 S L Drama Academy CIC aims to record and report, internally and externally if required, on the comments we receive. We will endeavor to acknowledge compliments and comments wherever possible but whilst this may not always be practicable, please be assured that they are always appreciated.

05 COMPLAINING ABOUT OUR STAFF/FACILITATORS OR OUR WORK

05.1 We recognise that there will be times when our trustees, staff and volunteers or third parties working on our behalf make mistakes or get things wrong. Where this happens and where we receive a complaint, we will always take this seriously, record and report on it internally and externally if required, and deal with it in a timely manner.

05.2 We will always take steps to maintain the confidentiality of your personal information. We will only disclose this to people who need to investigate your complaint, and, rarely, to others where we are legally permitted to do so.

06 DEFINING A COMPLAINT

06.1 We define a complaint as **“an expression of dissatisfaction, however made about actions taken or a lack of action by the S L Drama Academy CIC, or someone acting on behalf of the S L Drama Academy CIC.”**

06.2 Where it is unclear whether a communication is indeed a complaint, we will endeavour to confirm this with you. If the communication or comment is done anonymously, we may not be able to treat it as a complaint under this policy.

06.3 The following issues (this is not an exhaustive list) will be treated as complaints as they touch upon the S L Drama Academy CIC purpose and values:

- Inappropriate/improper fundraising methods;
- Poor standards of service including accusations of professional incompetence/misconduct;
- Financial losses/waste;
- Current or non-current (historic) harm to children or vulnerable individuals by the S L Drama Academy CIC (see the Safeguarding Policy (16: Appendix 3 Managing allegations against a member of staff/volunteer) or Equality and Diversity Policy.
- Criminality within or involving the S L Drama Academy CIC;
- The S L Drama Academy CIC being deliberately used for significant private advantage;
- Non-compliance with the S L Drama Academy CICs own policies/procedures;
- Non-compliance with relevant laws and regulations.

06.4 **Please note** under certain circumstances we may not be able to respond to a complaint including where:

- You have not identified yourself or provided your contact details;
- Your complaint is not about the S L Drama Academy CIC;
- Your expression of the complaint is insufficiently clear;
- Your complaint has been sent to us and other organisations as part of a bulk mailing or email;
- A complaint contains abusive language directed towards the S L Drama Academy CIC and/or S L Drama Academy CIC people and partners (staff, volunteers, supporters). This includes nationality, race, religion, or racist, homophobic, biphobic, sexist, ableist, disablist, classist and transphobic content and language. Or any commentary that runs counter to the Equality Act or equivalent.

06.5 However, the S L Drama Academy CIC will still take appropriate complaints seriously and deal with them appropriately, including contacting you where we are able to, to discuss the matter further.

07 SHARING YOUR COMPLIMENTS, COMMENTS AND COMPLAINTS WITH US

07.1 Set out below are the details of how and to whom you should submit your feedback:

	COMPLAINTS relating to the S L Drama Academy Directors ONLY
Email	anna@the-maliks.com
In Writing	S L Drama Academy CIC 20, The Leys DE21 5AR
Telephone	07969133159

08 OUR PROCESS FOR DEALING WITH COMPLAINTS

- 08.1 Where a complaint has been submitted in accordance with section 7 of this policy, S L Drama Academy will acknowledge your complaint within five working days, explain the process that will be followed and when a decision will be made.
- 08.2 Following a thorough and fair investigation by us to establish the facts surrounding the complaint, we will always attempt to provide a full, written response within 15 working days.
- 08.3 There may be occasions where this is not possible, and we will always notify you of this and advise you of the date by which you are likely to receive a response to your complaint against the S L Drama Academy CIC.
- 08.4 When notifying you of the outcome of our investigation and any follow up action taken, we will confirm to whom you should submit an appeal in the event that you wish to contest the outcome. An appeal must be submitted in writing within 15 working days from the date of the letter notifying you of the outcome and must satisfy one or more of the criteria in section 9 below.
- 08.5 **Please note** under certain circumstances we may not be able to respond to a complaint including where:
- You have not identified yourself or provided your contact details;
 - Your complaint is not about the S L Drama Academy CIC;
 - Your expression of the complaint is insufficiently clear;
 - Your complaint has been sent to us and other organisations as part of a bulk mailing or email;
 - A complaint contains abusive language directed towards the S L Drama Academy CIC and/or S L Drama Academy CIC people and partners (staff, volunteers, supporters). This includes nationality, race, religion, or racist, homophobic, biphobic, sexist, ableist, disablist, classist and transphobic content and language. Or any commentary that runs counter to the Equality Act or equivalent.
- 08.6 However, the S L Drama Academy CIC will still take appropriate complaints seriously and deal with them appropriately, including contacting you where we are able to, to discuss the matter further.

09 APPEALING OUR RESPONSE

- 09.1 Any appeal must be in writing and satisfy one or more of the following criteria:
- You have new, relevant information to present (which you have not previously submitted);
 - We have failed to consider adequately or at all information you provided in connection with the complaint;
 - The response to your complaint is perverse in that no reasonable person could have reached that conclusion based on the information provided to them.

09.2 We will acknowledge receipt of your appeal within five working days

We will always attempt to provide a full response to your appeal within 15 working days. There may be occasions where this is not possible, and where this is the case, we will always advise you and notify you of a date by when you may receive a response.

09.3 Our outcome response, which will always be in writing, is final; there will be no further redress within the S L Drama Academy CIC but listed in section 11 below are external organisations to whom you may refer.

SUMMARY – COMPLAINTS – QUICK REFERENCE GUIDE

Complaint	<ul style="list-style-type: none"> Complaint received preferably in writing – acknowledged within 5 working days by S L Drama Academy CIC; S L Drama Academy CIC aims to respond in full to complaint within 15 working days; Complainant wishing to appeal (where relevant criteria satisfied) must do so IN WRITING within 15 working days of receiving outcome response by S L Drama Academy CIC
Appeal	<ul style="list-style-type: none"> Appeal acknowledged by S L Drama Academy CIC within 5 working days; S L Drama Academy CIC aims to provide full & final response to appeal within 15 Working Days of appeal being received.

10 COMPLAINTS AGAINST THE DIRECTORS OF S L DRAMA ACADEMY CIC WILL BE INVESTIGATED AS OUTLINES BELOW

	Complaint will be investigated by	Appeal will be investigated by
If your complaint relates to the S L Drama Academy CIC Director Anna Malik	Director Christine Reilly	Director Carl Redfern

11 TAKING YOUR COMPLAINT OURSIDE OF THE S L DRAMA ACADEMY CIC

In the event that you remain dissatisfied with the response you have received, you are entitled to take your concerns to any relevant statutory body, including but not limited to:

[t-acharity/complaint-form](https://www.t-acharity.complaint-form)

The Scottish Fundraising Standards Panel

<https://www.goodfundraising.scot/>

The Fundraising Regulator

<http://www.fundraisingregulator.org.uk/make-a-complaint/complaints>

The Charity Commission for Northern Ireland

<http://www.charitycommissionni.org.uk/about-us/making-a-complaint/>

The Advertising Standards Authority

<https://www.asa.org.uk/>

The Information Commissioner’s Office

www.ico.org.uk

12 FRAMEWORK AND GUIDANCE

12.1 This Complaints Policy considers relevant legal requirements, regulations and guidance, including:

- The Children Acts 1989 and 2004;
- Protection of Children (Scotland) Act 2003, the Children (Northern Ireland) Order 1995 and other legislation relating to children in Scotland, Wales, Northern Ireland and the Channel Islands;
- Working Together to Safeguard Children 2026;
- Keeping Children Safe in Education 2025
- Statutory guidance relevant to the S L Drama Academy CIC including but not limited to: - Equality and Diversity Policy, Safeguarding Policy (including code of conduct).
- The Fundraising Regulator's Code of Fundraising Practice, Fundraising Promise and Rulebooks for Face-to-Face Fundraising;
- Good Governance: A Code for the Voluntary and Community sector;
- Data Protection Act 2018;
- Charities (Protection and Social Investments) Act 2016.

13 REVIEW

Review of this Policy	March 2026
Next Review Date	March 2027
Reviewed By	Anna Malik
Position/Role	Director, S L Drama Academy CIC