

NATD

National Association of Teachers of Dancing

Complaints Policy

The NATD upholds the principle of the right to complain and aims to deal with all properly lodged complaints in an impartial and transparent manner. It is the policy of the NATD to act fairly and without bias or prejudice in all its dealings with NATD teachers, learners, competitors and staff. Any person choosing to lodge a complaint will not be disadvantaged by so doing.

For Safeguarding concerns please refer to the NATD Safeguarding Policy

For Examination concerns please refer to the NATD Appeals Policy

For Malpractice or Maladministration please refer to NATD Malpractice Policy

[NATD Policies - NATD](#)

First Level

A complaint must be made in writing, as soon as is reasonably possible, to the Quality Assurance Manager, NATD Ltd., National House, Turnfields Court, Turnfields, Thatcham, Berkshire, RG19 4PT or info@natd.org.uk. The grounds for the complaint must be clearly set out. Acknowledgement of the complaint will be sent to the complainant within 7 working days of receipt.

The Quality Assurance Manager will carry out an initial investigation into the complaint including:

- consideration of the comments
- consultation with any other appropriate person(s)
- consideration of the published guidance for the event (s) if applicable

A response will be sent to the complainant within 40 working days.

Second Level

Those who are not satisfied with the decision made in Stage 1 may proceed to a second level of complaint, which will include a hearing before a Complaints Panel.

This further level of complaint should be made in writing, no later than 14 days from the receipt of the previous decision, to the Quality Assurance Manager clearly stating the further grounds on which they are pursued and sent to NATD Ltd., National House, Turnfields Court, Turnfields, Thatcham, Berkshire, RG19 4PT or info@natd.org.uk. This will be shared with the Chief Executive Officer.

Acknowledgement of this complaint level will be sent within 7 working days of receipt.

The CEO together with a Complaints Panel will consider all previous evidence and will make a decision about individuals to be consulted via a hearing. The Chair (CEO) will be responsible for convening the hearing and contacting individuals who are requested to attend. The panel will also include the President, and one non-executive Director making a total of three members.

Should it be found that any of the above individuals do have a close personal or working relationship with any of the involved parties, then the NATD reserve the right to appoint a replacement panel of NATD Directors to conduct the second level complaint.

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Following the hearing the Complaints Panel will make a decision concluding the investigation; their decision will be sent in writing within 40 working days from the Chair of the Panel. There will be no further right of appeal regarding their decision.

EVENTS

In the event of a complaint arising at an NATD event the recommended procedure should be:

- **An NATD Official** must be informed immediately (denoted by the wearing of an NATD lanyard)
- The NATD Official should take the parties involved away from the main event and seek a **senior independent NATD Official** preferably a Committee Chairperson or Committee member, Area Chairperson or Area Secretary or Committee member, President, NATD Director or member of the NATD Administration team.
- 2 independent NATD Officials should conduct the mediation at the time, complete a Complaints Log noting the allegation and resolution which should be signed by the complainant and the other party involved.
- The Log must be sent to the Quality Assurance Manager and CEO immediately after the event.
- Any further required action will be followed through as required according to the Complaints Policy.