

Complaints Policy

Just 4 Kids Performing Arts

Policy Lead: Victoria Nagy, Principal

Last reviewed: September 2026

Next review: September 2027

Contact: j4kperformingarts@yahoo.com

1. Our Approach

At Just 4 Kids Performing Arts (J4K), we want children and their families to have a happy, positive experience with us.

We work hard to provide friendly, welcoming and well-run classes, but we also recognise that sometimes somebody may have a concern or feel that something hasn't gone as expected.

If this happens, **we want to know**.

We aim to deal with concerns and complaints:

- fairly and respectfully;
- promptly and proportionately;
- openly and without defensiveness;
- sensitively and confidentially;
- with the wellbeing of children at the centre of our approach.

Where something has gone wrong, we will listen, consider what happened and look at what we can reasonably do to put things right.

We also see complaints as an opportunity to learn and improve.

2. Concern or Complaint?

Not every problem needs to become a formal complaint.

A **concern** might be a question, worry or problem that somebody would like us to resolve.

A **complaint** is an expression of dissatisfaction about something J4K has done, failed to do or the way something has been handled.

Wherever possible, we encourage families to **talk to us early**. Many concerns can be sorted out quickly through a conversation or message.

Raising a genuine concern or complaint will **not affect how a child is treated at J4K**.

3. What This Policy Covers

This policy can be used for concerns or complaints relating to J4K activities, including:

- weekly classes;
- holiday workshops;
- performances and events;

- communication;
- administration;
- payments or bookings;
- the conduct of a member of the J4K team;
- how a situation involving a child has been handled;
- accessibility or inclusion;
- other services provided directly by J4K.

If a concern relates primarily to something controlled by another organisation, such as a venue or external provider, we may need to direct the person to that organisation.

However, if the issue also concerns something J4K has done or could reasonably address, we will consider that part of the concern ourselves.

4. Safeguarding Concerns

A concern about the **safety or welfare of a child** may need to be dealt with under our **Safeguarding & Child Protection Policy** rather than through the ordinary complaints process.

Safeguarding concerns will always take priority.

If a complaint contains safeguarding information, it will be passed to the Designated Safeguarding Lead and handled appropriately.

Nothing in this Complaints Policy prevents somebody from contacting children's social care, the police or another appropriate safeguarding authority directly where they believe a child may be at risk.

5. How to Raise a Concern

In the first instance, we encourage parents and carers to speak to us informally.

You can:

- speak to Vicky before or after class where appropriate;
- send us a message;
- telephone us;
- email j4kperformingarts@yahoo.com.

For anything sensitive or detailed, email is usually best because it gives us the opportunity to consider the issue properly.

Please avoid discussing sensitive concerns in front of children or other families at the beginning or end of a class.

6. Informal Resolution

Where possible, we will try to resolve concerns informally.

This might involve:

- listening to what has happened;
- clarifying a misunderstanding;
- explaining why a decision was made;

- speaking to relevant team members;
- making a practical change;
- apologising where appropriate;
- agreeing how something will be handled differently in future.

Many concerns can be resolved at this stage without needing a formal process.

7. Making a Formal Complaint

If a concern cannot be resolved informally, or the matter is sufficiently serious that an informal discussion would not be appropriate, a formal complaint can be made.

Formal complaints should preferably be made **in writing by email** to:

Victoria Nagy, Principal
j4kperformingarts@yahoo.com

Please include as much relevant information as reasonably possible, such as:

- what happened;
- when it happened;
- who was involved;
- any relevant communication or information;
- whether you have already tried to resolve the issue;
- what you would like J4K to consider or do.

You do not need to use formal or legal language. We simply need enough information to understand the concern.

If somebody has difficulty making a complaint in writing, we will make reasonable efforts to provide an alternative way for them to raise it.

8. How We Will Respond

When we receive a formal complaint, we will aim to acknowledge it within **three working days**.

We will then consider what information is needed to understand what happened.

Depending on the nature of the complaint, this may include:

- speaking to the complainant;
- speaking separately to relevant members of the J4K team;
- reviewing messages, forms or other records;
- considering relevant J4K policies;
- reviewing any incident or safeguarding records where appropriate.

We aim to provide a substantive response within **14 working days**.

Some matters may take longer, particularly where several people need to be spoken to or where external advice is required.

If we need more time, we will let the complainant know.

9. Fairness

We will approach complaints with an open mind.

Where a complaint concerns the actions of a particular team member, they will normally be given an appropriate opportunity to explain what happened.

We will consider relevant information rather than automatically accepting one person's account over another.

Our response will be based on the information reasonably available to us.

10. Possible Outcomes

Depending on the circumstances, the outcome of a complaint might include:

- an explanation;
- clarification of what happened;
- an apology;
- acknowledgement that something could have been handled differently;
- a change to a procedure or working practice;
- additional guidance, supervision or training;
- another reasonable action intended to address the concern;
- a finding that J4K acted appropriately and no further action is required.

An apology or acknowledgement that something could have been handled better does not necessarily mean that J4K accepts legal liability.

11. Complaints Involving the Principal

Because J4K is a small independent organisation, most complaints are handled by the Principal.

Where a complaint is **specifically about Victoria Nagy's conduct**, it should still be made in writing to J4K and clearly marked:

PRIVATE & CONFIDENTIAL - COMPLAINT REGARDING THE PRINCIPAL

Where appropriate, J4K may seek advice or arrange for an appropriate independent person or professional adviser to review the matter.

Where the complaint raises a safeguarding allegation about the Principal, the matter will instead be handled under the **Safeguarding & Child Protection Policy**, including seeking appropriate external safeguarding advice.

12. If You Remain Unhappy

If somebody believes that relevant information was overlooked or that the complaint was not handled fairly, they may write to J4K explaining:

- which part of the response they remain unhappy with;
- why;
- what relevant information they believe has not been considered.

We will review this and decide whether any reasonable further consideration is required.

As J4K is an independent performing-arts provider rather than a maintained school, there is **not a school-style governing body appeal process**.

Where appropriate, individuals remain free to seek independent advice or contact a relevant external organisation or authority.

13. Complaints About Safeguarding, Data or Other Specialist Matters

Some concerns have their own procedures.

Safeguarding concerns

Handled under our **Safeguarding & Child Protection Policy**.

Personal data or privacy concerns

Handled in accordance with our **Privacy Policy** and applicable data-protection legislation.

Bullying or behaviour concerns

Usually handled initially under our **Behaviour & Anti-Bullying Policy**, although the Complaints Policy can be used where somebody is dissatisfied with how the matter was managed.

Where more than one policy applies, J4K will decide the most appropriate way to handle the matter.

14. Confidentiality

Complaints will be treated sensitively.

Information will normally only be shared with people who reasonably need it in order to understand, investigate or respond to the matter.

Complete confidentiality cannot always be guaranteed, particularly where:

- somebody else needs to respond to an allegation;
- safeguarding is involved;
- information must be shared for legal or insurance purposes;
- professional or external advice is required.

Personal information will be handled in accordance with our **Privacy Policy**.

15. Complaints Involving Children

Where a complaint involves a child, their **welfare and dignity will remain central** to how we handle it.

Children will not ordinarily be drawn unnecessarily into an adult complaints process.

Where it is appropriate to hear a child's views, this should be done sensitively and in a way suitable for their age and understanding.

A child should never be made to feel responsible for resolving a disagreement between adults.

16. Treating Each Other With Respect

We understand that people may contact us when they are upset, frustrated or worried.

We will not dismiss a complaint simply because somebody expresses strong feelings.

In return, we ask that communication with J4K team members remains reasonably respectful.

Threatening, abusive, discriminatory or intimidating behaviour towards J4K team members, children or other families will not be accepted.

Where there is a genuine threat to somebody's safety, appropriate action may be taken, including contacting the police where necessary.

17. Repeated or Unreasonable Contact

Occasionally, a complaint may have been fully considered but the same issue continues to be raised repeatedly without significant new information.

In these circumstances, J4K may:

- explain that the complaints process has concluded;
- nominate one method or point of contact;
- set reasonable boundaries around the frequency or form of communication;
- decline to repeatedly reconsider the same matter unless relevant new information is provided.

We will not label somebody's contact unreasonable simply because they disagree with our decision or because they have made a complaint.

Any restrictions will be proportionate to the circumstances.

18. Social Media

We encourage families to raise concerns directly with us so that we have an opportunity to understand and address them.

We cannot require somebody not to discuss their experience publicly, but we ask families to be mindful of:

- children's privacy;
- safeguarding;
- confidential information;
- personal information about other children or families;
- identifying or targeting individual children or J4K team members.

A complaint will not automatically be disregarded because somebody has also discussed their experience elsewhere.

19. Records

J4K will keep appropriate records of formal complaints and significant concerns.

Depending on the matter, records may include:

- the complaint;
- relevant correspondence;
- notes of discussions;
- information considered;
- the outcome;
- actions taken.

Records will be stored securely and retained for an appropriate period in accordance with our **Privacy Policy** and any relevant legal, safeguarding, insurance or operational requirements.

20. Learning From Complaints

Where appropriate, we will consider whether a complaint identifies something J4K could improve.

This might lead to changes in:

- communication;
- procedures;
- policies;
- staff guidance;
- training;
- class arrangements;
- how similar situations are handled in future.

A complaint doesn't have to be upheld in full for us to learn something useful from it.

21. Accessibility & Additional Needs

We want our complaints process to be accessible.

Where somebody has a disability, communication need or other circumstance that makes the usual process difficult, we will consider reasonable adjustments.

This might include accepting a complaint in another format or helping somebody understand the process.

22. Monitoring & Review

The Principal is responsible for overseeing J4K's complaints arrangements.

This policy will be reviewed **annually**, and sooner where necessary because of:

- a significant complaint;
- learning from an incident;
- changes to J4K's services;
- changes to relevant legislation or guidance.

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Related J4K Policies:

Safeguarding & Child Protection • Behaviour & Anti-Bullying • Equality, Diversity & Inclusion • Health, Safety, First Aid & Medical Needs • Mobile Phones, Photography & Video • Privacy • Terms & Conditions