

# IDTA Complaints Procedure



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## What is a complaint?

A complaint is defined as an expression of dissatisfaction about the provision of an examination or any other service provided the awarding organisation or its representatives. A complaint is not defined as an appeal unless it concerns a breach of examination procedures or a mismatch of comments and marks (please see Appeals Policy for the grounds for Appeal).

## Who can complain?

Anyone who receives a service from IDTA or its representatives may lodge a complaint under this Policy. Matters of concern may be raised individually or collectively.

Anonymous or third party complaints will be dealt with at the discretion of IDTA. Any anonymous complaints will be dealt with in accordance with IDTA's guidance for the Public Interest Disclosure Act which is on the IDTA website.

Where there is reason to believe that a complaint is vexatious or malicious, the matter will be referred to the Chief Executive who will decide whether to investigate further. Reasons will be given as to why the complaint is considered to be an abuse of process.

In the event of uncertainty about the scope of the procedure or if general advice is required on the most appropriate way to pursue a complaint, the candidate should contact IDTA. All stages of the Complaints Procedure are internal proceedings.

## Confidentiality

Confidentiality will be preserved during the investigation of a complaint to safeguard the interests of everyone concerned unless disclosure is necessary to progress the complaint. IDTA expects that all parties will respect the confidentiality of the process. Any individual about whom a complaint is made will have the right to be informed of the fact and nature.

Please see the Privacy Notice on the IDTA website for further information about how IDTA stores and processes personal data in accordance with the General Data Protection Requirement (GDPR). This includes information about how individuals can complain about the processing of personal information by the IDTA.

## Procedure for complaints

In the case of all complaints, IDTA seeks to ensure that appropriate and reasonable action is taken. Where a complaint is justified, any appropriate remedial action will be notified as part of the decision. If a complaint is not justified at any stage, the reasons for the decision will be communicated to the candidate.

Any complaint received at Head Office will be treated as official unless the complainant informs Head Office otherwise within ten days of the original complaint made. All complaints must be

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made in writing to be deemed official. Complaints are recorded and a copy of the complaint is sent to the person about whom the complaint has been made for their response.

Complaints will be investigated by the Chief Executive. If it is found that the nature of the complaint warrants further investigation, the Chief Executive will make a decision about whether the complaint should be upheld after reviewing all the evidence presented. The Chief Executive may decide to contact the candidate/teacher and the person about whom the complaint was made for further information.

IDTA expects to deal with all complaints in a timely manner and would expect complainants to receive information about the outcome of IDTA's investigations within 28 days from the original complaint being made.

Candidates and teachers will be informed if there are likely to be any delays in the process. In the event that key staff are unavailable to progress the complaint, alternative arrangements may be made, if appropriate, to ensure the matter is dealt with appropriately.

### **Monitoring the Process**

In order that IDTA can improve services to candidates and other clients, the receipt of complaints and responses to them will be monitored. A regular report on the outcome of the monitoring process will be made to the Board of Directors via the Chief Executive. This will enable IDTA to continuously improve its services and ensure an inclusive consistent and constructive approach to complaints. The effectiveness of the Complaints Procedure will also be kept under review and, where appropriate, changes will be made.