

ISTD CUSTOMER SERVICE

& QUALITY ASSURANCE DEPARTMENT

Customer Complaints Policy

The ISTD hopes that you do not have cause to complain and aims to provide a high quality and efficient service. It therefore takes all complaints very seriously.

The Customer Services and Quality Assurance Department acknowledges all complaints and ensures that they are managed efficiently and courteously, as quickly as possible. If the reply is to be dealt with swiftly, it is important that full details are given. Anonymous complaints cannot be processed.

Any complaint should be addressed to the ISTD as soon as possible in relation to the incident, and no longer than one month from the incident.

Complaints against the ISTD:

1. In the event of an individual being dissatisfied with the service being offered by any department, the complaint should be detailed in writing either by letter or email to the Chief Executive or the Customer Services and Quality Assurance Department at HQ at the address below. All complaints will be passed to and recorded by the Quality Assurance Manager who will acknowledge the complaint within 7 working days. It will be forwarded to the Chief Executive, or appropriate Head of Department, who will conduct an investigation and reply directly to the complainant within 40 working days. The Chief Executive will be made aware of all complaints against the ISTD.
2. In the event of the complainant being dissatisfied about the response, they should complain direct to the Chief Executive, within 30 working days, who will respond within a further 40 working days.
3. If circumstances should arise that the issue is not yet resolved, or the complainant is still dissatisfied, they may write direct within 30 working days to the Chairperson of the Council of Management (Council) who will respond within a further 60 working days.

Complaints against the examiner:

1. Any teacher/parent/guardian/candidate wishing to complain about the conduct of an examiner on the examination day can do so directly to the ISTD or through the teacher that entered the candidate for the examination.
2. On receipt of the written or email complaint, the Quality Assurance Manager will record and acknowledge it within 7 working days. An investigation will be undertaken, involving all relevant people, and where necessary appropriate action may be taken. A response will be given to the complainant within 40 working days.

Complaints against the teacher:

1. All registered ISTD teachers have to pass rigorous examination in the Faculty in which they wish to teach, and they have to retain their annual membership of the ISTD in order to enter candidates for examinations. In this way, they are kept up to date with any changes and developments in their field and have the opportunity to attend training events.
2. The ISTD is responsible for the syllabi, and examination of them. The ISTD is not responsible for matters relating to teaching within a school. All ISTD members are expected to conform to the ISTD Code of Professional Standards and Practice. However the administration of his/her business is a matter between the student, or their representative, and the teacher. In the first instance, a complaint should be made direct to them for discussion and resolution.
3. However, if a parent/guardian/student or other ISTD member wishes to make a complaint to ISTD against a teacher in a matter covered by the ISTD Code of Professional Standards and Practice, it should be made in writing, with evidence as appropriate and signed by the complainant, with full details of the teacher's name and dance school. The Quality Assurance Manager will record and acknowledge the complaint within 7 working days and contact the teacher for a written response, which must be supplied within 30 working days. A response from the ISTD will be sent to the complainant within a further 10 working days.
4. A report will, if appropriate, be referred to the Disciplinary Board for recommendation on action. The Disciplinary Board will consist of three persons appointed by Council consisting of two members of Council and a Chairperson (who unless Council direct otherwise) should be a practising solicitor or barrister appointed by Council, and will operate according to the procedure detailed in the ISTD Rules and Standing Orders.
5. The findings of the Disciplinary Board will be reported to the next meeting of Council and if an allegation is proved to the satisfaction of Council they may reprimand the member, suspend or expel them from the Society, and the complainant will be informed within 7 working days of that decision.

All complaints are monitored and reviewed, with recommendations for any changes to procedures and policies made annually to Council.

If the complainant believes that the complaint has not been dealt with in accordance with these procedures, they may complain to the Regulators, Ofqual, Qualifications Wales, or CCEA for Northern Ireland.

Contact Details

Customer Services and Quality Assurance Department

Imperial Society of Teachers of Dancing, 22-26 Paul Street, London, EC2A 4QE
Tel: 0207 377 1577, Email: csga@istd.org

Office of Qualifications and Examinations Regulation (Ofqual)

Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH
Tel: 0300 303 3344, Email: public.enquiries@ofqual.gov.uk

Qualifications Wales

Q2 Building, Pencarn Lane, Imperial Park, Newport, NP10 8AR
Tel: 0333 077 2701, Email: contact@qualificationswales.org

Council for the Curriculum, Examinations and Assessment (CCEA)

29 Clarendon Road, Clarendon Dock, Belfast, BT1 3BG
Tel: 02890 261200, Email: info@ccea.org.uk

This policy has been agreed by the ISTD Council of Management, is reviewed on a regular basis, and any amendments other than to contact details, have been confirmed by them.