

Academy Breakin' Convention Complaints Procedure

Academy Breakin' Convention (ABC) is part of Sadler's Wells Trust Ltd (SWT) and is delivered in partnership with Big Creative Training (BCT). All ABC policies are overseen by SWT and in accordance with the policies of BCT.

Stage one - informal resolution of concerns

It is recognised that learners will, from time to time, have normal and legitimate concerns about their progress, achievement or welfare, or other concerns about ABC. You are encouraged to make those concerns known to staff so that they can be addressed.

Additionally, it is recognised that parents and carers will, from time to time, have normal and legitimate concerns about the progress, achievement or welfare of their son or daughter or the child in their care, or other concerns about ABC. You are encouraged to make those concerns known to staff so that they can be addressed.

Almost invariably, the sooner such concerns are raised the easier it is for an appropriate resolution to be found. A concern may be raised with any member of staff. This would normally be your child's tutor or support tutor in the first instance.

That person will try and resolve the matter or will refer you to the appropriate person if they are not able to help.

Stage two – formal complaint

If the matter cannot be resolved informally or in the event that you are not satisfied, you may make a formal complaint to the Head of Academy academy@breakinconvention.com

If the complaint concerns the Head of Academy then the complaint may be made to the Director of Learning and Engagement joce.giles@sadlerswells.com

A complaint may only be raised by the parent or carer of a current or former learner of Academy Breakin' Convention or by the young person themselves.

A formal complaint should be in writing and sent to the Head of Academy on the email address above, giving as much detail as possible. In most instances, there will be an investigation in order to understand the circumstances surrounding the complaint. If for any reason you are finding it difficult to email your complaint, you may telephone the Head of Academy on 07552273185.

That investigation will be undertaken by the Head of Academy and you will normally receive a written response within 5 college days following receipt of the complaint. If the Head of Academy feels that it is necessary, within reason, to ask for additional time, you will be informed.



**ACADEMY
BREAKIN'
CONVENTION**

Academy Breakin' Convention
Sadler's Wells East
101 Carpenters Rd
London E20 2AR

academybreakinconvention.com

Stage three - appeal

If you are dissatisfied with the way in which your complaint has been handled, you may take your complaint to the next stage of the procedure.

You should put your complaint in writing to the Director of Learning and Engagement on the email address above detailing why you are dissatisfied with the first investigation.

You will normally receive a written response within 5 college days following receipt of the complaint. If the Director of Learning and Engagement feels that it is necessary, within reason, to ask for additional time, you will be informed.

The decision of the Director of Learning and Engagement is final and at this stage you will have come to the end of the ABC internal complaints procedure.

Stage four – Partnership Lead

If you are still unhappy with the outcome you may complain to the Big Creative Training who fund ABC. Please follow this link for more information on their complaints procedure. [Public Policies – BCE Policies](#)

| Last updated | Next review | Person responsible |
|---------------------|--------------------|---------------------------|
| July 2024 | July 2025 | Niquelle LaTouche |