



## **Customer Complaints Procedure**

The ABD aims to provide a high quality and efficient service and therefore takes all complaints about its service seriously.

The Customer Services and Compliance Officer responds to 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.

### **Complaints against the ABD:**

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 Complaints Officer at HQ at the address below. The complaint will be logged and acknowledge the complaint and we will reply directly to the complainant within 40 days.

In the event of the complainant being dissatisfied about the response, or if a complaint concerns Customer Services and/or Quality Assurance or the ABD as a whole, they should complain direct to the Board of Directors, who will respond within 40 working days.

If circumstances should arise that the issue is not yet resolved, or the complainant is still dissatisfied they may write direct to the BDQT.

### **Complaints against the examiner:**

1. Any teacher/parent/guardian/pupil wishing to complain about the conduct of an examiner in an examination session can do so directly to ABD or through the teacher that entered the candidate for the examination.
2. On receipt of the written or email complaint, the Complaints Officer will log and acknowledge it within 7 working days. An investigation will be undertaken, involving all relevant people, and where necessary appropriate action taken which may involve disciplinary procedures. The complainant will be informed of the final outcome within 40 working days.

### **Complaints against the teacher:**

1. All registered ABD 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 ABD 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 are required under rules set down by both BDQT and Gqal to attend training events known as CPD – Continuing Professional Development days.
2. The ABD is responsible for the Programme of Study and examination of them, not the actual process of teaching. All ABD members are expected to conform to the rules of professional etiquette as laid down by the Board of Dance Qualifications & Training in their Code of Conduct. 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.

3. However, if a parent/pupil or other ABD member wishes to make a complaint to ABD against a teacher in a matter covered by the BDQT Code of Conduct, it should be made in writing, and signed by the complainant, with full details of the teacher's name and dance school. The Complaints Officer will log and acknowledge the complaint within 21 working days and a report will, if appropriate, be referred to the Board of Directors.

4. The findings of the Board will be reported to the Grand Council and if an allegation is proved to the satisfaction of Council, they may reprimand the member or expel them from the association, and the complainant will be informed within 21 days of that decision.

If the complainant believes that the complaint has not been dealt with in accordance with these procedures, they may complain to BDQT.

#### **Contact details:**

##### **Complaints Officer**

**Associated Board of Dance Ltd**, Unit 212 Jubilee Centre, 130 Pershore Street, Birmingham B5 6ND.

Email: [admin@abd.dance](mailto:admin@abd.dance)

##### **Board of Dance Qualifications & Training – BDQT**

Tel: **07533 659 021** | Email: [admin@bdqt.co.uk](mailto:admin@bdqt.co.uk)