



Welcome Pack

FTM
DANCE
EQUALITY THROUGH ARTS
WWW.FTMDANCE.CO.UK

Welcome

FTM Dance are a Performing Arts respite service for children and adults with additional needs, disabilities and medical conditions, aged 3 years old and above.

FTM Dance provides performing arts and creative art related activities, sessions and workshops for individuals with a range of needs and abilities, including those with Autism, ADHD, Cerebral Palsy, Epilepsy and Behaviours that challenge. We have services in Leicestershire and Nottinghamshire.





Weekend Term Dates

2021 Term 1

9th & 10th January - 27th & 28th March 2021

2021 Term 2

17th & 18th April - 10th & 11th July 2021

2021 Term 3

28th & 29th August - 11th & 12th December 2021



Aims, Objectives and Values

Our Aims

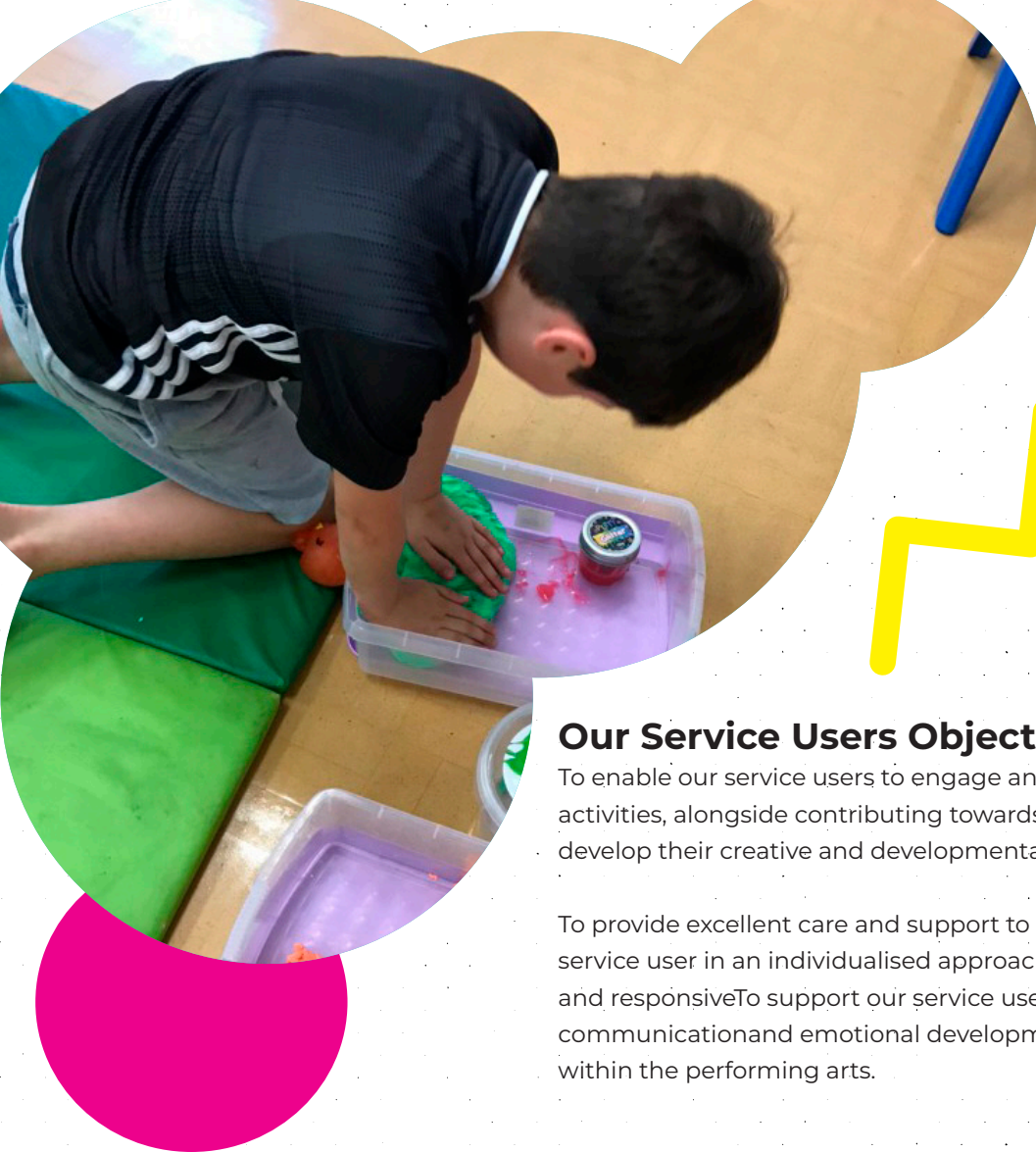
To provide an accessible and inclusive environment to support children, young people and adults with additional needs, disabilities and medical conditions to access and engage in high quality performing art opportunities.

To provide meaningful high quality regular performing arts sessions, activities and workshops using a person centred approach. To provide social inclusion through community events in the local community and on a national and global platform.

Our Families Objectives

To offer quality and meaningful respite that responds to and is flexible to the changing needs of complex situations to offer a supportive and understanding listening ear, including signposting to appropriate agencies to our families.





Our Service Users Objectives

To enable our service users to engage and access, in performing arts activities, alongside contributing towards the creative process to enable and develop their creative and developmental stages.

To provide excellent care and support to meet the assessed needs of each service user in an individualised approach, which is safe, compassionate and responsive. To support our service users to develop their social, communication and emotional development, including transferable life skills within the performing arts.

Our Staff Objectives

To offer our staff high quality training to ensure they have the knowledge and practical skills to support service users to access the sessions, activities and workshops.

To offer our staff regular CPD opportunities to meet our service users' creative needs in an innovative approach.

**Always going
the extra mile**

Creative

**Person
Centred**

Caring

We Offer

- Weekend children and adult short break service
- Weekday adult service
- Creative therapies
- School holiday clubs

Becoming part of the FTM Dance Family Social Care and Leisure activities.

Once you have attended a trial date, met the staff team and know FTM Dance is the service for you, there are a few steps we will take before beginning the package:

Care Plans - A date will be set to organise a home visit to put together a care plan for your child or you will be sent log in details to be able to create the care plan yourself in your own time. This needs to include as much detail as possible so FTM Dance knows how to best support your child. Care plans need to be kept up to date and any changes reflected in the care plan ie, medication changes, behavioural changes etc. Care plans **MUST** be completed before your child attends.

Also if there are any medication/nutrition/physio plans in place, please make FTM Dance aware within the home visit/care plan and photographs of protocols/prescription labels must be sent to FTM Dance before your child's first session with us to ensure we have everything in place ready for their sessions. If your child uses a inhaler please could you send the inhaler, spacer and box with the prescription label on. When sending in medication, please make sure medication is in the correct packaging with correct prescription label on.



Transport - FTM Dance do offer transport as a service for those with access needs. FTM Dance transport includes use of an accessible vehicle, driven by experienced drivers with an escort on board. Transport spaces are limited and pricing is calculated on an individual basis as of September 2020. Please email transport@ftmdance.co.uk if you are interested in this service.





FTM Dance staff will be wearing PPE at all times to ensure the safety of staff and students. FTM Dance staff will greet you at the entrance of the building, take the temperature of the child and encourage them to wash their hands before they come into sessions.

We are trying to reduce numbers on site, so unless absolutely necessary, parents/carers will be asked to remain at the entrance of the building. You can also find our COVID 19 statement by visiting our website www.ftmdance.co.uk and we have a page dedicated to information on our response to COVID 19. A reminder you MUST inform us of any travel abroad before attending these sessions.

Also, please follow government guidelines if anybody within your household are showing symptoms of Covid-19 or has a positive Covid-19 result. FTM Dance provides a service for vulnerable children and adults therefore it is really important we work together to continue to provide a healthy and safe space for our service users, families and members of staff.

If you are unable to attend dates of FTM Dance sessions due to other respite, illness, holidays etc, you will not be able to move your scheduled support dates to a different day as all students are inputted into the rota based on safe numbers of staff and students on site at any one time.

About the day - after your child has attended a session at FTM Dance, a report will be written by the support assistant working 1:1/2:1 with your child on that day based on your child's day which you will have access to through tapestry.

Attending FTM Dance - Please ensure all personal care items (including extras), food, drink and cutlery and/or feeding equipment, medications and any specialised equipment required during the day are sent in with your child. FTM Dance will not be able to support a student on site who does not arrive with their prescribed medications/emergency medication required during their time with us.

There will be no option to purchase food or drink on site. NO NUTS are allowed due to student allergies and we can not leave the premises to go to the shops for people due to staffing levels.

Please ensure your child attends in appropriate clothing/shoes to engage in creative and energetic sessions. There may also be the option of going outside or to local green spaces so please send any coats/wellies/sun cream/wheelchairs/pushchairs etc depending on weather conditions

Children Weekend Sessions

We provide dance, drama, music and creative therapies on a weekend basis 41 weeks a year (closing for Easter, Summer and Christmas). Our music and movement sessions for children actively promote turn taking, fine and gross motor skills, listening skills through game related activities and action based songs, with prop exploration also. In Dance, we promote our teens and adults to engage in choreography and create their own performances, alongside learning some techniques if they wish too. In Drama, individuals have the opportunity to learn social skills in 'understanding the world' drama pieces, alongside creating their own creative and imaginative drama pieces, alongside creating props. In Music, individuals have the opportunity to explore an array of instruments and create songs, rhythmic beats and more.

We use paired and group work to promote team building skills, relationships and leadership. We also use solo work to facilitate an individual's sense of identity and independence. All of our sessions are fun based, with elements of learning and development embedded in the sessions. In all of our sessions, we can adapt the activities to suit individual needs and abilities and also provide sensory alternatives.

Please click onto this link to complete a pre-admissions form before your child attends the trial. This is to ensure we gain a stronger understanding about them and ensure we can plan appropriate activities/sessions during their time with us.

https://docs.google.com/forms/d/e/1FAIpQLScrLTKYFtn8ZNyaQbBjobS_1UGwqUCc2pxIQ8XQpdTVgbyDRg/viewform?usp=sf_link





Adults Day Service

We provide dance, drama, music and arts & crafts between 9am-3pm. Individuals can attend for the whole day or can choose to attend for a certain time (e.g. 10am-2pm). This service is for 18 year olds+, though for those individuals who are looking at social care providers, we offer transition days for Post-16 for a settling in period.

Leicestershire

Tuesdays, Thursdays and Fridays we run our adult day service at: Menphys Hub, Bassett Street, Wigston, LE18 4PE.

Nottingham

COMING SOON

Please click onto this link to complete a pre-admissions form before the young person attends the trial. This is to ensure we gain a stronger understanding about them and ensure we can plan appropriate activities/sessions during their time with us.

https://docs.google.com/forms/d/e/1FAIpQLScrLTKYFtn8ZNyaQbBjobs_1UGwqUCc2pxlQ8XQpdTVgbyDRg/viewform?usp=sf_link

Performing Opportunities

We are proud to have lots of exciting opportunities to perform to local, national and international audiences, which all individuals can take part in, if they wish to. Every year since 2017, we have taken part in the Leicester Caribbean Carnival, where we took part in the procession through the city centre and a performance at Victoria Park in August.

We also had the opportunity to go to Disneyland Paris to perform on their Videopolis stage to an international audience in October. We have performed at The Curve theatre for the past few years including performances such as 'Charlie and the Chocolate Factory', 'Grease' and 'Scrooge'. In 2018, FTM Dance explored Pantomime as an art form and performed their version of FTM Dance presents Peter Pan at De Montfort Hall and our most recent performance being The Magic Lamp at DMH in December 2019.

This term we are working on a joint project with GEM 106 to create a FTM Dance anthem and music video to release live on air and available to download on iTunes this winter 2020.

Performing opportunities coming soon to Nottinghamshire.



Gymcatch/ Holiday Club Bookings

Holiday Play Schemes

Leicestershire

During half terms, Easter and Summer holidays, we offer a Play Scheme for children (up to 16 years of age). These run between 10am-3pm and run in Leicestershire.

Additional to this we also have adult transition Days every Thursday and Friday 9am-3pm at Menphys Hub, South Wigston for post 16 students. Play schemes consist of dance, drama, music, arts and crafts and sensory stories focussing on different themes each holiday.

Nottinghamshire

Coming soon.

If you are new to the service, please contact FTM Dance who will discuss what level of support your child will need during their time with us. To book your place at [FTM Dance play scheme, visit https://ftmdance.co.uk/gymcatch#/events](https://ftmdance.co.uk/gymcatch#/events). All of the information about our sessions and the costs can be found on our website. If you are using Direct payments or privately paying for the sessions, you need to pay at the time of booking via the above link. If you have a commissioned service, select the "pay on the door" option.

If you are unsure of what service you require or which sessions to book, please contact your social worker or FTM Dance.

Weekend Bookings

Please click onto the link below to complete a pre-admissions form before your child attends a trial. From this form we are able to suggest the most appropriate sessions for your child to attend. This is to ensure we gain a stronger understanding about them and ensure we can plan appropriate activities/sessions during their time with us.

https://docs.google.com/forms/d/e/1FAIpQLScrLTKYFtn8ZNYaQbBjObS_1UGwqUCc2pxIQ8XQpdTVgbyDRg/viewform?usp=sf_link

Health & Safety Statement

FTM Dance are committed to providing a safe environment for its employees, contractors, visitors and members of the public

The Directors and Senior Management are responsible for setting the direction for a continuously improving Health & Safety culture, in doing so they will proactively engage in evaluating and reducing risks within their area of control.

The provision of adequate continuous training and communication of information, is essential to ensure that the company can discharge its duties under current legislation and this Health & Safety Policy and supporting documentation.

The Health & Safety Policy will be brought to the attention of all employees, support assistants and freelance teachers and we will insist on their full co-operation.

FTM Dance will work closely with the authorities, neighbours and our community to ensure that we nurture a safe, health and responsible operation.

All employees, support assistant and freelance teachers have a responsibility for the health and safety of themselves and others. The welfare of all must be considered whilst undertaking any work activity with any concerns being raised immediately.

We will endeavour to Simplify Health & Safety for all our taff and visitors to enable easy application of the 'safest way to do things'.

Visitors, both Clients and Contractors, will be expected to adhere to site safety instructions and we welcome any queries or feedback from our visitors with regards to Health & Safety.



Complaints, suggestions and compliments

FTM Dance is committed to providing a high level of service across the organisation. We welcome complaints, suggestions and compliments in order to ensure that we understand the views of those who use our services, we are able to address and resolve any issues that may arise and that we are able to continuously improve our working practices and in turn the service that we provide.

We are committed to ensuring:

- ◆ Complaints are dealt with efficiently,
- ◆ Complaints are properly investigated,
- ◆ Complainants are treated with dignity, respect and courtesy,
- ◆ Complainants receive, so far as is reasonably practical, assistance to enable them to understand the procedure in relation to complaints, or advice on where they may obtain such assistance,
- ◆ Complainants receive a timely and appropriate response,
- ◆ Complainants are told the outcome of the investigation of their complaint, action is taken, if necessary, in the light of the outcome of a complaint,
- ◆ Learning is identified from complaints and action formulated and applied to ensure that service delivery is improved.

General Policy

A copy of this complaints procedure will be made available to everyone who accesses our services. In all cases complaints and concerns shall be treated seriously in a sensitive and confidential manner. Complaints and suggestions must be handled in such a way as to first of all reach a satisfactory outcome with the complainant, and then to turn the situation into a source of quality improvement.

All formal or serious complaints will be investigated by a person not related to the immediate source of the complaint. The recording of complaints will not be confined to serious or substantial complaints but to all

reported issues. The existence of records for complaints of an apparently minor nature is an indication of the effectiveness of the procedures, the openness of the culture of the organisation and its employees, and their vigilance in the area of safeguarding and identifying potential abuse.

Complaints will be recorded centrally in order to identify any pattern of complaints relating to an individual staff member or an issue with a certain company policy or procedure. The central information, with regards to complaints, suggestions and compliments will be regularly reviewed and analysed. The summary will be regularly considered by the management team for quality assurance purposes.

Compliments will be recorded centrally and made available for all parties to read, also on the personnel file of any member of staff individually complimented.

Staff members who are the subject of a complaint should not communicate directly with the complainant unless accompanied by a senior member of staff, unless requested directly to do so by the complainant.

Regular surveys and feedback requests are issued to all workers, clients, service users and families that the organisation works with in order to actively seek feedback, comments and suggestions.

Methods of Complaint

In the first instance, a person making a complaint is entitled to do so verbally (in person or over the phone), in writing (by letter/fax) or electronically (by email or online).

Communication with the complainant may only be sent electronically where the complainant has consented to this in writing or electronically and has not withdrawn the consent.

Time Limits on Making a Complaint

A person making a complaint must do so within 12 months from the date on which the matter which is complained about occurred or the date on which the matter complained about came to the notice of the complainant.

Complaints made outside of this period do not have to be considered. However, the 12 month time limit

need not apply if the organisation is satisfied that the complainant had good reasons for not making the complaint within that time limit, notwithstanding the delay it is still possible to investigate the complaint. This decision rests with the company Complaints Manager.

Who May Complain?

A complaint may be made by a person (or a representative acting on their behalf) where that person

- ◆ Uses or receives, or, has used or received any services provided by the company; or
- ◆ Is affected by, or is likely to be affected by, the action, omission or decisions taken by the company.

A complaint may be made by a representative acting on behalf of a person who has, or had, a right to complain and where this person

- ◆ Has died;
- ◆ Is a child and there are reasonable grounds for the complaint being made by the representative instead of the child;
- ◆ Is unable to make the complaint themselves because of physical incapacity or lack of capacity within the meaning of the Mental Capacity Act 2005;
- ◆ Has requested the representative to act on their behalf.

Where a representative makes a complaint on behalf of a child (i.e. an individual under the age of 18); the organisation must not consider the complaint unless it is satisfied that there are reasonable grounds for the complaint being made by a representative instead of the child. Where a representative makes a complaint on behalf of a person who lacks either the physical or mental capacity to represent herself/himself, the organisation will not consider, or further consider, the complaint under this complaints procedure unless it is satisfied that the representative is conducting the complaint in the best interests of the person on whose behalf the complaint is made.

In forming this view, account should be taken of any recorded wishes of the individual, made before their loss of capacity; or in the event of a representation of someone who has died, any recorded wishes made prior to their death. Particular attention should be paid in those cases in which more than one person could be said to be/have significant in the life of the individual and thus be deemed their representative.

Consent to proceed with a complaint from a representative is always required where the person with the right to complain does not lack capacity. This includes those circumstances in which the person is said to be too distressed or otherwise unable to make the complaint on their own behalf or is said not to recognize what another person considers to be a cause for complaint. In such cases, where consent is not forthcoming, the Complaints Manager, in consultation with the appropriate service manager, will decide whether the matters complained about indicate there is a need for an internal management review or investigation, outside of the complaints procedure. The decision as to whether a complaint can be made by a representative will be made by the Complaints Manager in consultation with the Team Manager. Where it is decided that the complaint cannot be dealt with under the complaints procedure, the representative must be notified as soon as possible in writing, with the reasons for the decision stated.

Anonymous Complaints

Anonymous complaints must always be recorded and referred to the Complaints Manager who, in consultation with the Team Manager, will decide whether the matters raised within the complaint indicate the need for an internal management review or investigation, outside this procedure or any other procedure, such as Safeguarding.

Matters Excluded from the Procedures

The following complaints are not required to be dealt with under this policy:

- ◆ A complaint by an employee, worker or other staff member about any matter relating to their contract or employment;
- ◆ A complaint made by an individual / organisation in respect of their business arrangements with the organisation, e.g. contractual arrangements;
- ◆ A complaint which is the same as a complaint already resolved locally, for example, a complaint or concern which is made verbally and is resolved to the complainants satisfaction no later than the next working day after the day on which it was made;
- ◆ A complaint that has already been investigated and closed under this policy;
- ◆ Decisions made by organisations or professionals outside of FTM Dance;
- ◆ A complaint that is in relation to a matter that is in court proceedings.

Withdrawing Complaints

A complaint may be withdrawn verbally or in writing at any time by the complainant or their representative. Where this occurs the company will write to the complainant confirming the withdrawal. The Complaints Manager in consultation with the Team Manager will decide whether the seriousness of the issues raised in the complaint indicates that an internal management review or investigation should taken place.

Unreasonable / Persistent Complaints

It is recognised that, despite the organisations best efforts, there may be occasions when the behaviour of a person making a complaint may become unreasonable or even aggressive. Where behaviour is so extreme that it threatens the safety and welfare of staff it is advised that the appropriate manager will consider options such as:

- ◆ Explain that the company will not accept contact that is abusive;
- ◆ Making sure that contact is overseen by a manager;
- ◆ Providing a single point of contact with a named member of staff and making clear that other staff are not available to assist them;
- ◆ Asking that contact is made in one form, appropriate to the complainants needs; telephone, email etc;
- ◆ Placing a time limit on any contact;
- ◆ Refusing to receive repeat complaints;
- ◆ Only acknowledging receipt of correspondence (offer no response);
- ◆ Returning any irrelevant or abusive documentation (retain a copy);
- ◆ Only accepting contact through a 3 party / advocate;
- ◆ Setting up a contract to define how the complainant will behave in the future if she/he wants a response.

Any action must be proportionate to the behaviour. In certain circumstances it may be necessary to report the matter to the police and / or take legal advice. In all cases, other than where to do so might jeopardise legal proceedings or place an individual at risk, the manager making the decision about any action should inform the complainant of the decision and the reasons, in writing.

In some cases abusive, threatening or other unreasonable behaviour may be a feature of the complainant's condition. In these cases consideration should be give to the need for an assessment under the Mental Health Act.

Support for Complainants

We recognise that people may need support to make a complaint.

- ◆ Legal Representatives: There is no restriction on a complainant obtaining the services of a legal advisor; solicitor or barrister, should she/he so wish. However, any costs in terms of legal fees, are the responsibility of the complainant.
- ◆ Friends and advisors: The complainant must be offered the opportunity to bring a friend / support person / advisor with her/him to any meetings held under these procedures. Where such a person attends a meeting the person facilitating the meeting should remind the friend/ advisor of the need to maintain confidentiality.
- ◆ Advocates: There is no duty on the company to provide an advocacy service to complainants. The company will, where possible, facilitate the provision of independent advocacy services to complainants. It will provide information and identify sources of advice including from relevant local voluntary organisations and community or self-help groups or specialist teams for those with special needs.

Support for Staff

The company recognises that being involved in responding to complaints can be a stressful experience. Staff who are named in complaints, or whose evidence may be required as part of an investigation, should receive support through the line management structure. Anyone interviewed as part of a complaints investigation is entitled to have a support person with them. The Complaints Manager is available to give advice and support to all staff named in complaints and can assist in the following ways:

- ◆ Working together to establish the most effective way of responding to a specific complaint;
- ◆ Facilitating face to face meetings with the complainant;
- ◆ Offering guidance regarding written responses;
- ◆ Talking through practice issues raised by complainants;
- ◆ Team briefing sessions on the complaints procedure;
- ◆ Training on effective responses to complaints;
- ◆ Training on complaints handling.

Compliments, Suggestions and Complaints

The processes and procedures outlined within this policy are to be followed when dealing with

- ◆ Compliments
- ◆ Suggestions or Comments
- ◆ Complaints

All incidents in which a person expresses a view about the action or inaction of the company or a representative of the company must be assessed, categorised and dealt with as one of the following:

Compliment: A commendation for something well done. An expression of thanks to a named worker, staff member, group or team made by someone who has been directly affected by the service provided or their representative.

Suggestions or Comment: An expression of views made by any member of the public about either an area that they would like to see change or improve, or a general comment about the company which does not have a resolution. This may trigger some internal consideration / investigation.

Complaint: An expression of dissatisfaction about an area of the business or service received as it affects a named individual which by its nature and seriousness to the complainant and/or the organisation requires a level of consideration / investigation.

Making and Handling Compliments – Expressions of Satisfaction

A person may make a compliment, commendation or express their general satisfaction with the contact they have received either informally to their local team or formally in writing by either email or post to:

Email: ftmdance@gmail.com

Post: PERA Business Park, Nottingham Road,
Melton Mowbray, LE13 0PB

The person receiving the compliment should:

- ◆ Record the compliment locally to include details of who made the compliment and which service area or team it relates to.

- ◆ Inform the relevant manager who will ensure that the relevant staff member(s) is informed.
- ◆ Forward a copy of the record to the Complaints Manager who will log all compliments centrally.

Making and Handling Suggestions and Comments – Expressions of Views about Policies / Procedures

A person may make a suggestion or comment either informally to their local team or formally in writing to by either email or post to:

Email: ftmdance@gmail.com

Post: PERA Business Park, Nottingham Road,
Melton Mowbray, LE13 0PB

The person receiving the suggestion or comment should pass this to the relevant local manager who will:

- ◆ Ensure that it is recorded locally;
- ◆ Assess how and at what level a response should be given;
- ◆ Pass the matter to the appropriate manager for acknowledgement and response;
- ◆ Send a copy of the record and response to the Complaints Manager who will log all comments and compliments centrally.

Where the matter commented upon relates to policies or procedures it should be brought to the attention of the Operations Manager who will decide whether to:

- ◆ Commission an internal management review of the policy / procedure;
- ◆ Delegate the matter for an acknowledgement and / or response.

Making and Handling Complaints

A person may make a complaint either informally to their local team or formally in writing to by either email or post to:

Email: ftmdance@gmail.com

Post: PERA Business Park, Nottingham Road,
Melton Mowbray, LE13 0PB

Where a person contacts the company with an expression of dissatisfaction, the person receiving this must assess whether this is to be handled as a concern or a complaint:

- ◆ Concerns are expressions of dissatisfaction which can be dealt with within 1 working day.
- ◆ Complaints are expressions of dissatisfaction which require consideration.

If the contact is verbal and the resolution is agreed locally in no longer than one working day on which it was received, it is dealt with as a concern. It will not always be possible to complete certain actions agreed to resolve the matter within the period of 1 working day, however all reasonable endeavours should be made.

Care must always be taken to ensure that the person is aware of his/her right to use the complaints procedure and that it is recorded that they have declined this option.

A record of the issue, the agreed means of resolution and the conclusion must be made on the relevant case record. It is not necessary to report concerns to the Complaints Manager unless this is deemed necessary by the relevant Manager. Records should however be available for the Complaints Manager if required.

If an expression of dissatisfaction is seen to require consideration this should be referred to the relevant Team Manager and the process outlined below should follow:

- ◆ The Team Manager should acknowledge the complaint in writing within 2 working days and should notify the Complaints Manager that a complaint has been received.
- ◆ The Team Manager should offer to discuss the matter with the complainant at a mutually convenient time.

In circumstances where the complainant is unable to explain the nature of their complaint, either due to the fact that they have a disability which would affect their ability to do this or they are so distressed as to make this difficult / impossible, it may be necessary to arrange to visit the person at a mutually convenient time, to take a full record of the complaint. This should be done as soon as is reasonably practicable, allowing time to arrange for the appointment of an advocate or an interpreter where necessary and agreed by the complainant.

The following will take place within 10 working days of the date of the acknowledgement:

The Complaints Manager in conjunction with the Team Manager will decide on the eligibility of the complaint to be considered under this procedure and will consider whether the complaint should be handled under other procedures; Safeguarding, Employee Grievance etc, and if so, whether the complaints procedure should be put on hold.

The Complaints Manager in conjunction with the Team Manager will decide on the eligibility of the person to complaint, either in their own right or as the representative of another person.

The Complaints Manager in conjunction with the Team Manager will assess the nature of the complaint in order to determine its seriousness and any potential risk to the individual or the organisation. The level of seriousness will inform the appropriate method of complaints handling.

The Complaints Manager will then decide on the appropriate level at which a response should be made. In most cases the response will be made by the Team Manager. Complaints which warrant an investigation will be usually responded to by a Senior Manager.

The Complaints Manager and the manager identified as giving the response will consult on:

- ◆ The feasibility of a proposed resolution, including a reasonable timescale;
- ◆ The necessity to invoke alternative / additional procedures.

The manager identified to respond to the complaint shall contact the complainant to offer to discuss the complaint in further detail and the desired outcome. This may be done by telephone or face to face, as appropriate, and should be at a time agreed with the complainant. The discussion will cover:

- ◆ The manner in which the complaint is to be handled;
- ◆ The response period within which the consideration / investigation of the complaint is likely to be completed and the date by which the response is likely to be sent to the complainant. Complainant does not accept the offer of a discussion the Complaints Manager will:
 - ◆ Determine the response period;
 - ◆ Notify the complainant in writing of that period;
 - ◆ Complete a complaint action plan and notify the complainant, the manager making the

response and the relevant Senior Manager of the agreement reached for resolution;

- ◆ Commission a fact finding report or an investigation, if appropriate.

At the end of this 10 day period, the company has a further 10 working days in which a final response and resolution should be provided to the complainant.

In certain circumstances a resolution may not be possible within this period depending on the seriousness of the complaint and the level of response required in order to resolve the complaint and any resource implications.

Timescales may be renegotiated but should not normally exceed 6 months. Where possible, renegotiation of timescales should only be done with the agreement of the complainant and must be recorded and confirmed with the complainant. It is the responsibility of the Complaints Manager to monitor timescales and to ensure that the complainant is kept informed of the progress of the complaint.

In all cases any action taken or planned to resolve a complaint must be put in writing to the complainant with a copy sent to the Complaints Manager.

A written response to the complainant must explain:

- ◆ The way in which the complainant has been considered;
- ◆ The conclusions reached in relation to each element of the complaint;
- ◆ Whether any remedial action is needed and how this will be achieved;
- ◆ A response to any desired outcomes specified by the complainant;
- ◆ Confirmation as to whether the company is satisfied that any action needed in consequence of the complaint has been taken or is proposed to be taken.

The complainant must be:

- ◆ Given the option to comment on the outcome and any decision reached;
- ◆ Informed that she/he should let the Complaints Manager know within 10 working days if the complaint, or any element of the complaint, remains unresolved;
- ◆ Informed that, after the set period, provided that the complainant has not indicated that the matter remains unresolved, it will be concluded.

Where a meeting is offered as part of the response, the purpose of a meeting will be to:

- ◆ Discuss a report resulting from the findings of any investigations and also any recommendations;
- ◆ Consider any amendments (factual inaccuracies / 3 party information / comments or additional information from the complainant)
- ◆ Consider the response given by the company and any action to be taken to:
- ◆ Resolve the complaint
- ◆ Improve practice.

Every effort must be made to work towards a resolution of the complaint taking into account the need for any response to be proportionate to the seriousness of the issues raised by the complainant. Effective remedies are those which:

- ◆ Are appropriate and proportionate to the injustice;
- ◆ Take account of the complainants views and desired outcomes;
- ◆ Take account of the complainants own actions as they affect the case;
- ◆ Seek to put the complainant in the position she/he would have been in had the injustice not occurred.

This could include any combination of the following:

- ◆ The offer of a meeting with the complainant;
- ◆ A full apology where the company is at fault;
- ◆ A reassessment of needs;
- ◆ A change to any service arrangements;
- ◆ A review of practice;
- ◆ Repaying of expenses incurred in bringing the complaint;
- ◆ Payment of monies owed but not paid at the time;
- ◆ The waiving of fees – where the method of billing is incorrect;
- ◆ The writing off of fees – where the method of charging is correct, but it is decided by the manager with responsibility for the relevant budget that this is an appropriate resolution in the circumstances; e.g. in response to a poor standard of service, significant delay in billing etc.

Improving Practice

FTM Dance is committed to facilitating practice changes and organisational learning as a result of complaints resolutions. In all cases, even where the complainant is satisfied with the response or has made no further contact about the matter, it is the responsibility of the responding manager to:

- ◆ Ensure that any agreed action to resolve the complaint and to improve outcomes in the future has taken place and within the agreed timesheets
- ◆ To notify the Complaints Manager of:
- ◆ The general lessons learned from complaints
- ◆ Any changes to practice made as a direct result of complaints received.

It is the responsibility of the Complaints Manager to review all concluded complaints with the purpose of collating and reporting on outcomes and lessons learned from their resolution. Where the Complaints Manager has evidence that a particular complaint, or a trend in complaints, suggests the need to take action to improve services this will be brought to the attention of the relevant local manager. Where it is a matter of organisational improvement it will be brought to the attention of a relevant senior manager.

External Regulators

If an individual feels that a complaint has not been resolved satisfactorily or in line with this process you can escalate the complaint to the company Operations Manager at:

Email: ftmdance@gmail.com

Post: PERA Business Park, Nottingham Road,
Melton Mowbray, LE13 0PB

If the Operations Manager feels that the complaints process is being correctly adhered to and this has not been fully completed they may refer the individual back to the relevant manager and Complaints Manager until the process is complete. If at this point the complainant still feels that their complaint has not been resolved the Operations Manager may instigate an internal investigation and work to resolve the outstanding complaint.

You are entitled at any point to raise any concerns and complaints with the company's external regulatory bodies.



How We Share Our Complaints, Comments and Suggestions Policy and Procedure

FTM Dance will ensure that the Complaints, Comments and Suggestions Policy and Procedure is shared termly (January-April, May-June, July-August and September-December) to our social media pages (e.g. Facebook), as well as, during FTM Dance staff supervisions and meetings termly. Service users and our parents will receive a regular reminder via email each term also.

Contact us

Office landline

0116 380 5608

Leicestershire email:

management@ftmdance.co.uk

Pera Business Park, Nottingham Rd, Melton Mowbray LE13 0PB

Nottingham email:

management.notts@ftmdance.co.uk

Visit our shop at:

<https://ftmdance.co.uk/store>



Pera Business Park, Nottingham Rd, Melton Mowbray LE13 0PB