

International Dance Teachers Association Complaints Procedure



International Dance
Teachers' Association

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1. Introduction

This policy is aimed at examiners, teachers and candidates who are involved in the assessment of qualifications offered by the IDTA.

The purpose of this policy is to set out the procedures that candidates, teachers and examiners should follow if they wish to complain about a service provided by the IDTA. The policy also gives details of the service provided by the IDTA to investigate complaints.

This policy is available on our website at www.idta.org.uk or can be obtained by calling 01273 685652 or e-mailing info@idta.co.uk

This policy will be subject to review and monitoring by IDTA and if necessary will be amended and updated following feedback. All future versions to this policy will be flagged and will be posted on our website.

2. Ofqual Conditions of Recognition

For regulated qualifications, Ofqual, the qualifications regulator for England, sets out requirements for all awarding organisations to comply with¹. For complaints, the Conditions are as follows:

D4.3 An awarding organisation must establish, maintain, publish and at all times comply with a written complaints procedure.

D4.4 The complaints procedure must in particular include procedures and timescales for –

- (a) responding to complaints, and
- (b) dealing with the subject matter of complaints.

3. 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 the conduct of an examination or results awarded (please see Appeals Policy on the IDTA website for the grounds for Appeal).

4. Who can complain?

Anyone who receives a service from IDTA or its representatives may lodge a complaint under this Policy. A complaint may be submitted by an individual or on behalf of a group of candidates.

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 available on the IDTA website.

¹ Ofqual Handbook <https://www.gov.uk/guidance/ofqual-handbook/section-a-governance>. Similar requirements apply for qualifications regulated in Wales by Qualifications Wales through their Standard Conditions of Recognition <https://www.qualificationswales.org/regulation-reform/regulating/regulatory-conditions/> and CCEA in Northern Ireland <https://ceea.org.uk/regulation/information-awarding-organisations/general-conditions-recognition>

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Where there is reason to believe that a complaint is vexatious or malicious, the matter will be referred to the Chief Operations Officer 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, candidates and teachers should contact IDTA at info@idta.co.uk in the first instance. All stages of the Complaints Procedure are internal proceedings.

5. 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.

6. 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 complainant.

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 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 Operations Officer. If it is found that the nature of the complaint warrants further investigation, the Chief Operations Officer will make a decision about whether the complaint should be upheld after reviewing all the evidence presented. The Chief Operations Officer 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.

7. Monitoring of the complaints process

This process will be monitored regularly and reported to the Chief Executive and Board of Directors via the Chief Operations Officer. 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.