

Complaints Policy and Procedures

1. If you need to make a complaint

The senior staff members assigned to deal with complaints are:

Isabelle Brouwers , Artistic Director

Kathryn Ganf, Operations Director

Tel No: 07394 049350

Email address: info@ybss.co.uk

2. Step-by-step complaints procedure

We do everything we can to make sure our students get the best experience and service possible.

If you're not completely happy with our service we'd like to hear about it so we can do something to put it right.

We want to:

- Make it easy for you to tell us what went wrong.
- Give your complaint the attention it deserves.
- Resolve your complaint fairly without delay; and
- Make sure you are satisfied with how your complaint was resolved.

How and where to complain: If you are not satisfied with any aspect of our service you can tell us about your complaint in the following ways:

By telephone – call us on 07394 049350 during our office hours (9am- 5pm)

By email – info@ybss.co.uk

How long will it take? We aim to resolve your complaint straight away but if we can't, then we will reply to you within three business days. We will aim to resolve your complaint thoroughly and efficiently. If we are still unable to resolve your complaint then you have the right to appeal to the trustees. Please email info@ybss.co.uk marked for the attention of the Chair

We have a separate Acceptance Standards Policy for our Spring Intensive and Summer Residential. A copy of which is on our website.

Approved by the Board of Trustees, February 2026
Date of next review, January 2027