

Complaints Procedure

The Zuiderlingen Theatre School

1. Purpose

The Zuiderlingen Theatre School considers it important that students, parents/guardians, teachers, volunteers, and other involved parties are able to express their concerns, comments, or complaints.

We strive to handle complaints carefully, fairly, and respectfully and, where possible, to work together towards a solution.

2. What Can a Complaint Be About?

A complaint may relate to:

- the organization of the theatre school;
- lessons or activities;
- the conduct of a teacher, volunteer, member of management, or board member;
- the conduct of a student;
- undesirable or boundary-crossing behaviour;
- the application of policy, rules, or procedures.

3. Discussing the Matter First

We encourage those involved, where possible, to first discuss a problem or dissatisfaction directly with the person concerned.

If this is not desirable or possible, management may be contacted.

4. Submitting a Complaint

A complaint may be submitted in writing to management via:

info@theaterschool-dezuidlingen.nl

The complaint should preferably include:

- the name and contact details of the complainant;
- a description of the situation;
- any relevant dates or persons involved;

- the desired solution or expectation.

5. Handling the Complaint

After receiving the complaint:

1. the complainant will receive an acknowledgement of receipt within 7 working days;
2. management will investigate the complaint;
3. those involved will be heard, if necessary;
4. an appropriate solution will be sought.

In principle, the complainant will receive a written response within 4 weeks. If more time is required, the complainant will be informed accordingly.

6. Role of the Confidential Adviser

In cases of complaints concerning undesirable behaviour, intimidation, bullying, discrimination, aggression, violence, or other situations in which someone feels unsafe, the confidential adviser may be contacted.

The confidential adviser acts in accordance with the Confidential Adviser Protocol and supports the reporting person in exploring possible next steps.

7. Confidentiality

All complaints are handled carefully and confidentially.

Information is shared only with persons who need to be involved in the handling of the complaint or where a legal obligation exists to do so.

8. Final Provision

The Zuiderlingen Theatre School strives for an open culture in which concerns, signals, and complaints can be discussed.

Submitting a complaint must never result in disadvantage to the person who reports the complaint in good faith.

Adopted by the Board of The Zuiderlingen Theatre School on 5 October 2026.