

Grievance Policy

Should a dancer and/or the dancer's parents/guardians have an issue arise with a Springfield Ballet staff member, dancer, or a member of a dancer's family, the dancer and the dancer's parents/guardians are encouraged to first attempt to resolve any problems or issues informally with the individuals involved.

If the problem cannot be resolved informally, or is a matter that the person believes cannot be addressed informally, the dancer and/or the parents/guardians shall file a complaint with Springfield Ballet's Executive Director using the attached complaint form. Springfield Ballet requests that all issues be reported in a timely manner, but within 180 days from the instance/s, so that the issues/problems may be promptly addressed.

Once the complaint has been filed, the complaint will be investigated by the Executive Director and/or person(s) appointed by the Executive Director and/or the Springfield Ballet Board of Directors. Upon completion of the investigation, the reporting party will be notified of the resolution of the complaint within 10 business days.

If the reporting party is dissatisfied with the resolution of the complaint, the individual(s) may request that the complaint be sent to an outside mediator for further review. Participation in any mediation is voluntary for all parties involved and is non-binding unless the parties reach a resolution during the mediation and agree to be bound to the resolution.

Grievance Complaint Form

Springfield Ballet encourages all persons to attempt to resolve any issues informally with the persons involved. If the matter cannot be resolved informally, please notify us of the issue by completing the following information:

The name of the dancer and the dancer's parents/guardians:

The name of the persons involved in the problem/issue. Please also state if the person(s) is a staff member, board member, fellow dancer, and/or member of a dancer's family:

Please state in detail the specifics of the problem, the date(s) the problem occurred, and any steps taken to informally resolve the matter (if any)(Please use additional paper if needed and attach any documents you want reviewed):

Dancer's Signature: _____

Dancer's Parents/Guardians' Signature(s):

Date Signed by both parties above: _____

Office Use

Form Received By: _____

Date Form Received: _____