



COMPLAINTS POLICY

Dance4u
2023-2024



OUTLINE

1. Introduction

At Dance4U, we are committed to providing the highest quality of service to our members and service users. However, we understand that there may be instances when you are not completely satisfied with the service you receive. This policy outlines the procedures for addressing complaints and resolving issues in a fair and efficient manner.

2. Informal Resolution

We encourage open communication and aim to resolve any concerns or difficulties informally and promptly. If you have a complaint, we recommend that you first address the matter directly with the staff member involved. Most issues can be resolved through informal discussions.

3. Formal Procedure

If your concern remains unresolved after attempting informal resolution, you may choose to initiate the formal complaints procedure outlined below:

LODGING A COMPLAINT

Step 1: Lodging a Complaint

Submit your complaint in person, by telephone or email to Emily Bollard, the Business Owner of Dance4U. If your complaint is about Emily Bollard herself, address it to the Chair (marked 'confidential'). You may have a friend accompany you throughout the process, but not a legal representative.

Contact Details:

- Business Owner: Emily Bollard
- Email: Emilydance4u@gmail.com

Step 2: Acknowledgement and Investigation

Upon receiving your complaint, Emily Bollard will acknowledge the receipt in writing within ten working days and then conduct an investigation into the circumstances surrounding your complaint.

Step 3: Communication of Results

Within a reasonable timeframe, typically within 20 working days of receiving your complaint, Emily Bollard will communicate the results of the investigation to you. If your complaint is found to be justified Dance4u will discuss any necessary further actions with you.

Step 4: Appeal Process

If you are dissatisfied with the results of the investigation, you have the right to submit a written appeal to an appeal panel consisting of two Trustee Board members, one of whom will be Emily Bollard. The appeal panel will review your case and make a final decision. No further appeal will be possible after the appeal panel's decision.

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Step 5: Reporting and Oversight

Emily Bollard will keep the Trustee Board informed about the number and nature of complaints, along with their respective outcomes. A report on complaints and resolutions will be presented to the Board at least annually.

4. Confidentiality

All complaints and related discussions will be treated with strict confidentiality, with information shared only among relevant parties involved in the resolution process.

5. Review

This Complaints Policy will be reviewed periodically to ensure its effectiveness and relevance. Any necessary updates will be made to improve the complaints resolution process.

6. Contact Information

If you have a complaint, please contact: Emily Bollard
Email: emilydance4u@gmail.com

Conclusion

Dance4U values your feedback and aims to ensure that your concerns are addressed promptly and fairly. This Complaints Policy outlines the steps we take to handle and resolve complaints in a transparent and efficient manner. Your satisfaction is of utmost importance to us, and we appreciate your continued support.