

Leanne Thompson School of Dance Ltd

Customer Service Policy & Complaints Procedure

LTSD aims to put the customer at the top of its agenda. This customer service policy sets out what this commitment means in practice. What our customers can expect from us and what we expect of our customers.

Our customer service policy makes clear the Company's commitment to provide excellent services that offer value for money. Key to achieving that vision is a good relationship with our customers.

1. Why have a policy?

Customers that register with LTSD have an expectation of the services we provide. It is important that you know what to expect from us in terms of service so that you can measure whether we are successful or not. We provide a range of services and employ a number of staff. It is important that all of our staff understand and deliver the same high quality service irrespective of the area that they work within.

2. Our Customer Charter

LTSD wishes to be an organisation that puts the needs of the customer first. Our staff are committed to providing a responsive, caring and professional service.

We promise to:

- Act in a professional manner and be polite at all times
- Deal with your enquiry promptly or explain the reason for any delay
- Listen to you and ask for your views
- Keep our promises
- Be open and honest and explain our decisions
- Apologise when we make a mistake and put things right
- Accept your right to complain and guarantee a full investigation and considered response
- Treat you and your data with respect

We would like you to:

- Give us the information we need to help you
- Treat all our employees appropriately and with respect
- Help us to improve by giving us your views and suggestions
- If we don't do as we say in this charter, please tell us.

3. Our customer standards

We aim to:

- Answer the phone within seven rings
- Return your call within one working day if you have left us a message
- Reply to letters, faxes and emails within 3 working days
- If your query can't be resolved within 3 days we will contact you to explain why and give you timescales
- Respond to complaints within 14 working days

Other commitments:

- Resolve your query at the first point of contact or provide you with the details of who can help, together with timescales
- Communicate in plain language
- Make sure our building and other buildings we use for the provision of our services are accessible
- Provide seating and somewhere to fill out forms in reception areas
- Respect your privacy, offering private areas for discussion if required
- Provide identification on request
- Have well-trained and confident staff that have the skills and knowledge to do the job

What we ask of you:

- Treat all of our staff with courtesy and respect, avoiding unacceptable behaviour
- Give us the information and documentation we need to help you
- Help us by telling us when we do not meet your expectations, giving your views and suggestions

4. How will we monitor this policy?

We will:

- Make it easy for you to make a complaint, comment or suggestion
- Monitor complaints to ensure we learn from our mistakes
- Monitor our performance against these standards and policy
- Train and support our staff in providing better customer service
- Use customer surveys to regularly gather customer feedback

Complaints Policy and Procedure

Our aim:

LTSD is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Preamble

Definition: LTSD defines a complaint as 'any expression of dissatisfaction (with LTSD or with a member of staff) that relates to LTSD and that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

LTSD responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to LTSD's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in LTSD ;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow LTSD a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond LTSD's control.

Responsibility for Action: All Staff

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and LTSD maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Formal Complaints Procedure

In the first instance, if you are unable to resolve the issue informally, you should write to the principal, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of LTSD staff to write to, your complaint should be sent to Leanne Izatt, Principal, admin@leannethompsonschooldance.co.uk