**COMPLAINTS AND FEEDBACK PROCEDURE**

**FEEDBACK**

You may not want to make a complaint, but have ideas about how to make things better. We welcome suggestions about how we can improve what we do. Email Louise Kate Dance at louisemayhewdance@googlemail.com.

**COMPLAINTS**

Louise Kate Dance aims to provide the best service that we can. Sometimes things go wrong. We want you to tell us if there is something you are not happy about as we will try to put things right.

**Who can make a complaint?**

You can make a complaint if you:

* Are a participant in a Louise Kate Dance Class
* Are an audience member or a participant in a Louise Kate Dance Performance
* Have been refused a service or an opportunity to participate in a Louise Kate Dance event or activity

**Informal Complaint**

If you are not happy with something at a Louise Kate Dance session, or at an event you can:

* In the first instance, talk to a member of staff. Explain your concern.
* Talk about what you think needs to change to make things better.
* If you are unhappy with how the person you speak to deals with what you say, or the outcome, you can make a formal complaint

**Formal Complaint**

You can make a formal complaint to Louise Kate Dance. Email [louisemayhewdance@googlemail.com](mailto:louisemayhewdance@googlemail.com). Telephone 07769182199. When you write or speak to Louise Kate Dance about the issue that concerns you, they will take the following actions:

* Write down what you say and send a copy of this to you and/or respond within 48 hours of

your initial contact.

* Address your concerns with the rest of the persons involved.
* Send a response within 20 days of being contacted.