

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 info@elevation-dance.co.uk

Complaints

Elevation 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 member of Elevation Dance
- Are a participant in an Elevation Dance workshop
- Are an audience member or a participant in an Elevation Dance Performance
- Have been refused a service or an opportunity to participate in a Elevation Dance event or activity

Informal Complaint

If you are not happy with something at an Elevation 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 the Director of Elevation Dance. Email info@elevation-dance.co.uk

Telephone 07856948574. When you write or speak to the Director about the issue that concerns you, she 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 staff team.
- Send a response detailing any action to be taken (or has been taken) within 20 days of being contacted.

Anonymous complaints will not be considered or dealt with under this policy.

All complaints will be treated confidentially.