

COMPLAINTS PROCEDURE

School: Cartwright Dance Collective

Website: www.cartwrightdancecollective.com

Email: admin@cartwrightdancecollective.com

Phone: 07788 763196



Overview

This Policy explains how you, the customer, can raise a complaint about the service provided to you by Cartwright Dance Collective and how your complaint will be dealt with.

Cartwright Dance Collective will always aim to provide high quality services and standards of customer care. We recognise, however, that sometimes we may not get things right, and as such, it is important that you can raise any issues or complaints with us.

How to Raise a Complaint

Please contact Cartwright Dance Collective directly by email at cartwrightdancecollective@hotmail.com if you have any issues or complaints.

Please direct your complaint to Dance School Owner, Kim Cartwright.

Information

Please include the following information in your complaint;

- Your full name
- Contact details, phone number and email address
- Any dates and times which are relevant to your complaint
- A key summary of the problem or problems you have experienced and if in relation to the services provided, why the services were not satisfactory.

What to Expect

Acknowledgement

- Your complaint will be acknowledged by email within 5 days.

Investigation

- We will then conduct a thorough investigation into your complaint. We may need to contact you and/or other parties during this process in order to obtain further details in relation to your complaint.

Response

- Following acknowledgement of your complaint, we will provide a full response to your complaint via email within 14 days. In some instances, an investigation may take longer, in this case, you will be contacted directly by email to advise of a revised timescale in which you can expect to receive a full response to your complaint.

Following our investigation, we would hope to determine a suitable solution to help resolve your complaint. If for any reason you are not satisfied with the outcome of your complaint and wish to take matters further, details of how best to do this will be provided on an individual basis, depending on the nature of your complaint.

We are committed to reviewing our policy and good practice annually. This policy was last reviewed in June 2025 and will be reviewed again June 2026.

Name: Kim Cartwright

Job Title: Dance School Owner

Signature: *K.Cartwright*

