

COLLIDE DANCE COMPANY

COMPLAINTS POLICY



UPDATED AUGUST 2024

Whilst we hope that we provide a good service to all our customers, sometimes we may get it wrong and we would like to hear from you if you are not satisfied with any aspect of our service.

This document explains our complaints procedure which is accessible to all our customers on an equal basis. Our approach will be to try to put things right quickly and politely. Making a complaint will not affect the level of service you receive from Collide Dance.

Do you need any specific requirements to enable you to make a complaint?

Please let us know if you would like to receive this complaints procedure in an alternative format.

If you would like to make a complaint, this is what you should do:

There are 2 options available to you to make a complaint:

1. The first option is anonymous – we have an online form which will be emailed to us completely anonymously. We will deal with this complaint, however we will not be able to contact you about it unless you wish us too, there will be option to add contact details in.

<https://form.jotform.com/242354185156356>

2. The second option is not anonymous – we have an online form which will be emailed to us. We will then deal with your complaint.

<https://form.jotform.com/242353732134349>

Both of these forms will be available on our website from September 2024.

Collide Dance will investigate your complaint with the aim to settle the complaint as quickly as possible. You will be emailed back to inform you of the result of the investigation.

In most cases you will receive a full reply to your complaint within a few working days of making the complaint. If we cannot give you a full reply in this time, we will tell you why and inform you of when you are likely to receive it.

Your personal information

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. We will only give your personal information to other people and organisations if you have given us permission to do so.

Please understand, other staff, students, parents may have to be approached to get to the bottom of the complaint. We will give as little information to them as possible, leaving out names of complainant etc.

Equal opportunities

We are committed to equal opportunities and take complaints about discrimination seriously.

Collide Dance records information about the ethnic background, age, sex, religion, sexual orientation and disability of everyone who makes a complaint so that we promote and maintain our equal opportunities commitment. We will keep all information confidential.

Comments and suggestions

We hope that your concerns can always be resolved through the procedure above. However, we welcome comments and suggestions that can help us improve our services. The feedback we obtain from our customers will help us to continue to improve our service.

Contact information

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