



## 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 the Administrator at [info@chloemaysdanceacademy.co.uk](mailto:info@chloemaysdanceacademy.co.uk)

### COMPLAINTS

Chloe May's Dance Academy 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 parent/guardian of a child attending the Academy
- Are an audience member or a participant in a Chloe May's Dance Academy Performance
- Have been refused a service or an opportunity to participate in a Chloe May's Dance Academy event or activity

#### How to make a complaint:

- In the first instance, if the concern is regarding classes please speak to your child's teacher & explain your concern. If you are unhappy with how the person you speak to deals with what you say, or the outcome please refer the matter to the Principal Chloe May.
- Complaints regarding administration, payments etc should always be communicated to the Principal Chloe May directly as other staff members may not have sufficient knowledge to respond to your complaint effectively.
- Most complaints can be dealt with informally through verbal discussion etc. If you have a complaint of a serious nature please address this formally in writing to Chloe May at [info@chloemaysdanceacademy.co.uk](mailto:info@chloemaysdanceacademy.co.uk)