

Aimee's Dance Academy

Complaints Policy

Whilst we hope to provide a good service to all our students and families sometimes we may get it wrong and we would like to hear from you if you are not satisfied with any aspect of the services we provide at ADA.

Our approach is to try and put it right immediately. The level of service you receive from ADA will not be affected if a complaint is made.

Complaints procedure

Step 1

Contact a member of the senior teaching faculty at ADA, the principal, vice principal or assistant vice principal giving details of what you wish to complain about. If ADA receives the complaint in writing we will acknowledge this within 5 working days.

The senior teaching team will investigate your complaint and aim to settle the issue as quickly as possible. Please let us know how you wish to be contacted.

In most cases you will receive a response to your complaint within 2 weeks. If we are unable to provide you with a full response within 2 weeks we will contact you to update you.

Step 2

If you are dissatisfied with the response you receive then you must email the principal to escalate your concerns to aimee@ADAuk.co.uk with the word "Complaint" in the subject line. You must request a stage 2 complaint within 10 working days of receiving a response to stage 1.

Please put in writing the following,

- *What happened
- *When it happened
- *Who dealt with you
- *What would you like us to do to put it right

A decision will be then given to you in writing within 10 working days by the principal of ADA.

Stage 3

Following failure to reach a solution at step 1 & 2 of our complaints procedure a formal meeting will be arranged with the principal and a senior staff member to discuss the grievance and reach a resolution.

All complaints will be recorded in line with our data retention policy and stored confidentially.

The Principals decision is final in all complaints.

Updated July 2020