



## PROFESSIONAL QUALIFICATIONS COMPLAINTS PROCEDURE

### Introduction

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.

Complaints may be made through this process about:

- Our organisation
- Our marketing
- Our personnel or representatives
- Our products or services

Our approach will be to try to put things right quickly and amicably. Making a complaint will not affect the level of service you receive from us.

In addition to this complaints procedure we have a **separate appeals process** relating to assessment feedback and results. For more information about this process please see the Appeals Policy and Procedure on this website or request a copy of our appeal process by emailing [appeals@communitydance.org.uk](mailto:appeals@communitydance.org.uk)

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

- We can arrange for an interpreter or translator
- We can arrange for the complaints procedure to take place through audio tape or textphone
- You can obtain independent advice from an organisation such as a Citizens Advice Bureau. Their contact details can be found on their website:  
<http://www.citizensadvice.org.uk/>

If you would like to make a complaint, please see the procedure detailed below:

### Stage 1

To raise a complaint in the first instance please email [admin@communitydance.org.uk](mailto:admin@communitydance.org.uk) with the word 'Complaint' in the email subject or post your complaint to People Dancing LCB Depot, 31 Rutland Street, Leicester, LE1 1RE. We will confirm receipt of your complaint within five working days of its arrival. Please put in writing:

- What happened
- When it happened (dates and times)
- Who you dealt with; and
- What you would like us to do to put it right

Our Administrator will investigate your complaint with the aim of resolving matters as quickly as possible. Please tell us how you would like to be contacted to receive our response e.g that you would like us to email, write to you or 'phone you. In most cases you will receive a full reply within 10 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.

## **Stage 2**

If you are dissatisfied with the response you receive at Stage 1 you may ask us to review the complaint in writing or by emailing People Dancing's Responsible Officer at [admin@communitydance.org.uk](mailto:admin@communitydance.org.uk) with the word 'Complaint' in the email subject. You must request Stage 2 within 10 working days of receiving our response to Stage 1. Please put in writing:

- Why you disagree with the result of your Stage 1 complaint
- Who you dealt with; and
- What you would like us to do to put it right

A decision of our review of the complaint will be given to you in writing 10 days after receiving your request for Stage 2.

## **Stage 3**

If you are still unhappy, your complaint will be put to People Dancing's Executive Director to review. We may ask you to attend a meeting with us to discuss your complaint in more detail, and if so we will provide you with a written record of the meeting and a formal reply to your complaint from the Director. This will normally take place 10 working days after Stage 3 was requested.

**Stage 4** If the matter is still not put right to your satisfaction, you may appeal to members of People Dancing's Professional Qualification's Committee. We may ask you to attend a meeting with a representative of the Committee to discuss your complaint in more detail, and if so we will provide you with a written record of the meeting and a formal reply to your complaint from the Committee. The meeting would take place a maximum of 15 days after Stage 4 has been requested, and you will receive a written response 10 working days after the meeting.

The decision of the Committee is final.

## **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 only.

We are committed to equal opportunities and take complaints about discrimination seriously. We will keep any sensitive personal information you provide us with in strictest confidence and will not share it with any external organisation, other than when required to do so by law.

## **Comments and suggestions**

We hope that your concerns can always be resolved through the stages 1 – 3 of the procedure above. However, we welcome comments and suggestions that can help us improve our services.