



COMPLAINTS POLICY

Our complaints policy

We are committed to providing a high-quality service to the public. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact the General Manager with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Chair of our Board of Directors.

What will happen next?

We will send you a letter or email acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint.

The General Manager will then invite you to a meeting to discuss and hopefully resolve your complaint. She/he will do this within 14 working days of sending you the acknowledgement letter.

Within three working days of the meeting, The General Manager will write to you to confirm what took place and any solutions she/he has agreed with you.

If you do not want a meeting or it is not possible, the General Manager will send you a detailed written reply to your complaint, including her/his suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.

At this stage, if you are still not satisfied, you should contact us again and we will arrange for The Chair of Exim Dance Company Board of Directors to review the decision.

We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Contacts

If you have any enquires or concerns in relation to this policy and procedures, please contact the Artistic Director laura@eximdance.org.uk