



Linzi Grace School of Dance

Complaints Procedure

1. Introduction

This complaints procedure is designed to ensure that complaints from our dance families are handled in a fair, transparent, and timely manner. It aims to resolve complaints and prevent future occurrences.

2. Filing a Complaint

Complaints should be submitted in writing via email to Linzi Grace on linzigracedance@gmail.com

Clearly state the nature of the complaint, the individuals or departments involved, and any relevant supporting documentation.

3. Receipt and Acknowledgment

Upon receiving a complaint, we will acknowledge its receipt within 48 hours, indicating the expected time frame for resolution.

4. Investigation

An investigation will be initiated promptly to evaluate the complaint thoroughly. This may involve gathering evidence, speaking with relevant parties, or reviewing documentation.

The designated department may collaborate with relevant stakeholders to ensure a fair and impartial process.

5. Resolution

The resolution of the complaint will be communicated to the complainant as soon as it's available. Depending on the nature of the complaint, the resolution may involve corrective actions, or other appropriate measures.

The complainant will be informed of any changes to the organization's practices or procedures as a result of the complaint.

6. Recording and Reporting

All complaints, their resolutions, and any changes to processes as a result of the complaint will be documented for future reference and analysis.

Regular reports will be generated to identify trends and areas where improvements are needed within LGSD.

7. Confidentiality

Confidentiality will be maintained throughout the process to protect the privacy of the complainant and the individuals involved.

Only those directly involved in resolving the complaint will have access to the information.

8. Review and Feedback

Complainants may be invited to provide feedback on the complaints procedure, and their suggestions may be considered for ongoing improvements.

9. Continuous Improvement

We will regularly assess and update the complaints procedure to adapt to changing circumstances, emerging issues, or new challenges.

By implementing and maintaining a well-structured complaints procedure, we hope to demonstrate our commitment to addressing concerns and maintaining a high level of customer service to our dance families