

## **Dance Class Complaints Procedure**

At Second City School of Dance, we are committed to providing a positive and professional environment for all of our students. We value feedback and take all complaints seriously, as it helps us improve the quality of our services. If you are not satisfied with any aspect of your experience, we encourage you to follow the procedure below to raise your concerns.

### **Step 1: Address the Issue Directly (If Applicable)**

If you feel comfortable, we encourage you to speak with the instructor or staff member directly involved. Sometimes, issues can be quickly resolved through open communication. You can approach the instructor after the class, or arrange a time to meet in private.

### **Step 2: Submit a Formal Complaint**

If you are unable to resolve the issue directly or feel uncomfortable doing so, you may submit a formal complaint. To file a complaint, please follow these steps:

1. **Written Submission:** Complete a complaint form or write a detailed letter/email to [secondcitydance@gmail.com](mailto:secondcitydance@gmail.com), outlining the nature of the complaint, the specific issue(s) you encountered, and any steps you have already taken to address it.
2. **Include Relevant Details:** Please provide the following information in your complaint:
  - Your name and contact information
  - The class or event in question (date, time, instructor)
  - A clear description of the issue
  - Any supporting documentation or evidence (if applicable)

### **Step 3: Acknowledgement and Review**

Upon receipt of your complaint, we will acknowledge it within [3] business days. Your complaint will be reviewed by the Principal, who may contact you for further information if needed. We aim to resolve complaints promptly and efficiently.

### **Step 4: Resolution**

Once your complaint has been reviewed, we will provide you with a written response, outlining the outcome of the investigation and any steps that will be taken to address the issue. This response will be provided within [5] business days of receiving your complaint.

If necessary, we may offer:

- An apology or explanation
- A resolution or remedy (e.g., class adjustment, refund, etc.)
- Further action to ensure the issue does not recur

### **Step 5: Feedback**

After your complaint has been resolved, we encourage you to provide feedback about the process and the outcome. Your input will help us continue to improve our classes and services.

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### **Contact Information**

- Email: [secondcitydance@gmail.com](mailto:secondcitydance@gmail.com)
- Phone: 07527524000
- Address: CAFLO Community Centre, Cameronian Croft, B36 8UB

We are dedicated to ensuring all our students have a positive experience. Thank you for bringing your concerns to our attention.