



RL Dance Studios Feedback and Complaints Procedure

We are committed to providing a positive experience for all our students and families. Your feedback is important to us, whether it's a suggestion for improvement or a concern you'd like to raise.

Feedback

You may not want to make a complaint but have ideas about how to make things better. We welcome suggestions about how we can improve what we do. Email the school at:

Risa@RLDanceStudios.com.

Complaints

RL Dance Studios aims to provide the best service that we can. However, we recognise that sometimes things can go wrong. We want you to tell us if there is something you are not happy about and we will try to put things right.

Informal Complaint

If you are not happy with something at a RL Dance Studios class, event or session you can:

- In the first instance, talk to a member of staff. Explain your concern.
- Talk about what you think needs to change to make things better.
- If you are unhappy with how the person you speak to deals with what you say, or the outcome, you can make a formal complaint.

Formal Complaint

Formal complaints should be addressed directly to the Owner of RL Dance Studios:

Risa Larmand

Email: Risa@RLDanceStudios.com

Phone: 07830 185111

Once your formal complaint is received, the following steps will be taken:

Acknowledgement:

You will receive written confirmation that your complaint has been received, either by email or phone, within 2 business days.

Investigation:

The concern will be reviewed and discussed with any relevant staff members, volunteers, or third parties.

Response:

A formal response will be sent to you within 20 days of your initial contact.

If you feel that your complaint has not been resolved satisfactorily after following our internal complaints process, you may choose to escalate the matter.

Options could include:

- Seeking mediation through an independent third party.
- Contacting a relevant regulatory body (if applicable, e.g., the Information Commissioner's Office for data protection concerns).
- Seeking legal advice for further guidance.

Please note that RL Dance Studios is a privately run organisation, and we will always do our best to resolve issues internally first through open and respectful communication.

