



EntertainArts Dance & Performing Arts School

COMPLAINTS PROCEDURE

This complaints procedure is intended as the tool by which a member of staff or a customer may formally have a grievance, regarding any condition which will be heard by Mrs Louise Michelle Jacquemin, Director and Principal Teacher.

Stage 1

The person who has a grievance, should raise the matter with a member of staff as a formal complaint immediately either verbally or in writing.

Stage 2

*If the member of staff is unable to resolve the matter at that time then a formal written complaint should be submitted addressed to Mrs Louise Michelle Jacquemin. She will then respond within **2 working days** (during term time, and as soon as possible during in holiday time) to the grievance.*

Stage 3

In most instances the complaint will have been resolved however, in some circumstances the person making the complaint may wish to take it further. In this situation where possible there will be a further attempt by Mrs Louise Michelle Jacquemin to provide any possible further details or solutions to any ongoing issues.

If the complaint is not resolved after this then Mrs Louise Michelle Jacquemin will discuss whether the relationship with the customer and EntertainArts Ltd can go forwards.