



SA Dance Customer Complaints Procedure

SA Dance aims to provide a high-quality and efficient service and therefore takes all complaints about its service seriously.

The Directors respond to all complaints and ensure that they are managed efficiently and courteously, as quickly as possible. If the reply is to be dealt with swiftly, it is important that full details are given. Anonymous complaints cannot be processed.

Complaints against SA Dance:

In the event of an individual being dissatisfied with the service being offered by any department, the complaint should be detailed in writing to Aretha Marques Artistic Director either by letter or email to the at the address below. The complaint will be logged and acknowledge the complaint and we will reply directly to the complainant within 40 days.

Complaints against Data Protection:

In the event of an individual being dissatisfied with the level of protection being offered, the complaint should be detailed in writing to Aretha Marques Artistic Director either by letter or email to the at the address below. The complaint will be logged and acknowledge the complaint and we will reply directly to the complainant within 40 days.

Complaints against the teacher:

All registered IDTA, RBS ATAP, RAD, ISTD, UDO, AQA GCSE teachers have to pass rigorous examination in the Faculty in which they wish to teach. In this way, they are kept up to date with any changes and developments in their field and are required under rules set down by individual boards to attend training events known as CPD – Continuing Professional Development days. All creative teachers have a strict application policy which includes proof of relevant dance and teacher training.

The individual boards are responsible for the Programme of Study and examination of them, not the actual process of teaching. All syllabus teachers are expected to conform to the rules of professional etiquette as laid down by the Board in their Code of Conduct. However, the

administration of SA Dance business is a matter between the student, or their representative, and the teacher. In the first instance, a complaint should be made directly by email to info@sa-dance.co.uk

However, if a parent/pupil wishes to make a complaint to us against a teacher, it should be made in writing, and signed by the complainant, with full details of the teacher's name and dance school. The Artistic Director will log and acknowledge the complaint within 15 working days and a report will.

The findings will be reported to the team and if an allegation is proved to the satisfaction of all, they may keep them instated as a teacher or reprimand the member or expel them from the company, and the complainant will be informed within 15 days of that decision.

Contact details: info@sa-dance.co.uk