

Complaints Procedure

Introduction

CJ's Dance and Fitness is committed to providing the best possible experience for its students in a virtuous environment, and will do everything feasible to help students to resolve any reasonable complaints.

No person will be victimised for making a complaint in good faith, and all reasonable complaints will be taken very seriously and dealt with according to this complaint procedure.

If it is established that a complaint is superficial or fraudulent then it will not be considered reasonable. CJ's may then take disciplinary action against a person making such a complaint.

CJ's will not investigate any complaints made anonymously.

Procedure

CJ's Dance and Fitness' complaints procedure comprises of 3 stages.

Informal Stage

If you have a complaint, you should firstly contact the member of staff who is most immediately relevant to the matter in hand.

If you feel that your complaint has not been resolved satisfactorily then you may progress to the second, formal stage of the complaints procedure.

Formal Written Stage

You should complain formally in writing using the contact details at the end of this publication. Your letter should include:

- Reason(s) for complaint
- Any evidence to support the complaint
- Any action(s) taken so far to resolve the issue
- Desired resolution(s) of issue(s)
- Your name(s) and contact details

A written acknowledgement of your complaint will then be issued, normally within 10 Working days. The complaint will then be investigated and you should be sent a written report of the findings within a month from receipt of the complaint. During this time you may need to be contacted to clarify matters of fact.

Complaints Procedure

If having received the report you feel the complaint has still not been resolved satisfactorily then you may progress to the final stage of the complaints procedure.

Final stage (Formal Meeting)

You must make a request for a formal meeting within 10 working days of receiving your report. A date convenient for all parties involved will then be arranged.

Contact Details

CJ's Dance and Fitness
Pencester Gardens
Dover
Kent
CT16 1NS
01304 211827