

EMPIRE DANCE SCOTLAND COMPLAINTS PROCEDURE

Empire Dance Scotland responds to all complaints and ensures that they are dealt with as quickly and efficiently as possible.

If you need to make a complaint about our teachers, staff or organisation please write to us via email or post. You must include full details of the complaint and any action taken to date. In your letter of complaint, please ensure you provide your full name and contact details. If you cannot provide these, we will not be able to process your complaint.

Where possible, the complaint must be brought to our attention within 2 months of the alleged incident or incidents. Under certain circumstances, we understand that this may not be possible and we will look to investigate the complaint where necessary.

We will inform you within three working days that we have received your complaint and we will aim to investigate and settle your complaint within 10 working days. If we cannot settle your complaint within 10 working days, we will write to you to explain why and when you should expect to receive a response.

In exceptional circumstances, if we cannot come to a resolution and you wish to take the complaint further, you may wish to contact the Imperial Society of Teachers of Dancing or where you can lodge a complaint about an ISTD Registered Teacher.

All complaints will be treated confidentially.

Complaints must be sent using the details below and addressed to Renee Costello.

Email: empiredancescotland@gmail.com

Post: 9 Milne Crescent, Cowdenbeath, Scotland KY4 9LA