



# COMPLAINTS POLICY & PROCEDURE

AWA DANCE  
ADVANCING WOMEN'S  
ASPIRATIONS WITH DANCE  
WWW.AWADANCE.ORG  
INFO@AWADANCE.ORG  
REGISTERED CHARITY 1188235

# COMPLAINTS POLICY & PROCEDURE

We work hard to provide a positive experience to all that engage with the organisation, but sometimes we may get it wrong. We would like to hear from you if you are not satisfied with any aspect of your experience with us at AWA DANCE.

This document explains our complaints procedure which is accessible to all our participants on an equal basis. Our approach will be to try to put things right quickly and politely. Making a complaint will not affect your relationship with AWA DANCE.

Do you have any specific requirements to enable you to make a complaint?

- Please let us know if you would like to receive this complaints procedure in an alternative format.
- We can arrange for the complaints procedure to take place through audio tape or textphone.
- You can obtain independent advice from an organisation such as a Citizens Advice Bureau <http://www.citizensadvice.org.uk/>

## HOW TO MAKE A COMPLAINT AND THE STAGES IN THE PROCEDURE

**Stage 1** Contact the member of the organisation that you first dealt with, giving details of your complaint.

If the complaint is made in writing or through an voice message, we will inform you that we have received it within seven working days.

The member of the organisation will investigate your complaint with the aim to settling the complaint as quickly as possible. Please tell us how you would like to be contacted to receive our response.

In most cases you will receive a full reply to your complaint within 14 working days of making the complaint. If we cannot give you a full reply in this time, we will tell you why and inform you of when you are likely to receive it.

**Stage 2** If you are dissatisfied with the response you receive from the team member you may ask us to review the complaint by emailing [complaints@awadance.org](mailto:complaints@awadance.org).

You must request Stage 2 within 10 working days of receiving our response to Stage 1. Please put in writing:

- What happened
- When it happened (dates and times)
- Who dealt with you; and
- What you would like us to do to put it right

The decision will be given to you in writing 10 days after receiving your request for Stage 2.

**Stage 3** If the matter is still not addressed to your satisfaction, you may appeal to the AWA DANCE Board of Directors.

We may ask you to attend a meeting with a representative of the Board to discuss your complaint in more detail.

We will send you a written record of the meeting and a formal reply to your complaint from the Board of AWADANCE.

The meeting would take place a maximum of 15 days after Stage 3 has been requested, and you will then receive a written response within 10 working days after the meeting.

**Stage 4** If you are not satisfied with the Board's response, you can refer your complaint to the Charity Commission.

The commission investigates complaints about charities whether they are from the public, the media or another regulatory body.

In most cases the Charity Commission will seek to work directly with the charity. If a problem appears to be serious or complicated, the commission may carry out further enquiries to establish the facts and decide what action is necessary to remedy it.

## **YOUR PERSONAL INFORMATION**

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. We will only give your personal information to other people and organisations if you have given us permission to do so.

## **EQUAL OPPORTUNITIES**

We are committed to equal opportunities and take complaints about discrimination seriously.

AWA DANCE records information about the ethnic background, age, sex, religion, sexual orientation and disability of everyone who makes a complaint so that we promote and maintain our equal opportunities commitment. We will keep all information confidential.

## **ANTI-BULLYING AND HARASSMENT**

AWA DANCE is committed to ensuring all staff members are treated and treat others with dignity and respect and are free from harassment and bullying.

*We operate a zero-tolerance policy to harassment of any kind.*

We encourage every member of our community to consider whether their words or conduct could be offensive. Even unintentional harassment or bullying is unacceptable. We will take allegations of harassment or bullying seriously and address them promptly and confidentially where possible and these are outlined in our Dignity and Respect at Work Policy.

## **COMMENTS AND SUGGESTIONS**

We hope that your concerns can always be resolved through the stages 1 – 3 of the procedure above.

However, we always welcome comments and suggestions that can help us improve our services. The feedback we obtain will help us to continue to improve our service.