



DU Dance (NI)

# Complaints Procedure

DU Dance (NI) is committed to providing high-quality services to all individuals and agencies we collaborate with. We continuously strive to improve our offerings. However, we acknowledge that issues may occasionally arise. Your feedback is essential as it helps us enhance the quality of our work.

## General Complaints Procedure

If you are dissatisfied with any of our services, we are committed to addressing the issue promptly and effectively. As an initial step, we recommend contacting the relevant member of staff to attempt a resolution. Our team will make every effort to rectify the situation, including reviewing procedures to prevent future occurrences.

If you are not satisfied with the initial response, or if you are unsure whom to contact, please follow the steps outlined below:

### Submitting a Complaint

- All complaints should be addressed to the Artistic Director by letter or email.
- The complaint will be acknowledged within three working days.

### Employer Responsibilities

Employers must:

- Respond to the employee's grievance letter.
- Confirm receipt of the letter.
- Assure the employee that the matter will be investigated.
- Outline the next steps, including timelines.
- Conduct the meeting impartially.
- Provide the grievance procedure in writing to all employees.

### Investigation and Response

- The Artistic Director will investigate the issues raised.
- You will receive a response from DU Dance (NI) within 10 working days.

### Escalation to Complaints Panel

- If the response from the Artistic Director is unsatisfactory, you may request a review by a complaints panel.
- The panel consists of the Chair of DU Dance (NI) and two members of the Board of Directors.
- You will be informed of the meeting date and may attend with personal support if desired.

## Notification of Decision

- The panel's decision will be communicated within five working days of the meeting.

## Contact Details for the Artistic Director

### FAO Artistic Director

DU Dance (NI)

1st Floor, Crescent Arts Centre,  
2-4 University Rd, Belfast, BT7 1NH  
Telephone: 028 9023 0877

## Escalation to an External Body

If the complaint remains unresolved, you may escalate it to the appropriate independent authority:

- **Labour Relations Agency (LRA)** – Information Service Number: 03300 555 300
- **Northern Ireland Public Services Ombudsman (NIPSO)** – For workplace-related complaints ([www.nipso.org.uk](http://www.nipso.org.uk))

## Alternative Dispute Resolution (ADR)

Where appropriate, mediation or other ADR mechanisms may be employed to resolve complaints before escalation.

## Data Protection and Confidentiality

- All complaints will be managed following GDPR and confidentiality policies.
- Information will be shared only with personnel directly involved in handling the complaint.

## Accessibility and Support

- Assistance is available for submitting a complaint, including interpreters and disability accommodations.
- Please contact us if you require support.

## Monitoring and Review

- This complaints procedure will be reviewed annually to ensure it remains effective and up to date.

**This policy was ratified by the DU Dance (NI) Board on: 21<sup>st</sup> March 2025**

**Signed:**



**Rosamond Bennett (Chair)**