



## DU Dance (NI) **Complaints Procedure**

DU Dance (NI) aims to provide high quality services to all individuals and to other agencies we work in partnership with or come in contact with and are committed to continuously improving what we can offer. However, we recognise that there may be occasions when things go wrong. It is important that you tell us when this happens so that we can deal quickly with the problem you have raised and resolve it. Feedback really does help us to improve the quality of our work.

### **General complaints procedure**

If you are unhappy about any of our services, we undertake to deal quickly and effectively with the matter. As a first step, we suggest that you contact the member of staff concerned to see if the problem can be resolved to your satisfaction. DU Dance (NI) staff will do everything they can to put things right, including reviewing procedures to stop problems happening again.

If you are not happy with the response, or if you do not know which member of staff to contact, please follow the steps outlined:

- 1) All complaints should be made to the Company Manager in writing by letter or email. This will be acknowledged within three working days.
- 2) The Company Manager will investigate the issues raised and inform you of DU Dance (NI)'s response to the complaint within 10 working days.
- 3) If you do not feel that the Company's Manager's response is acceptable, you have the right to ask for your complaint to be referred to a complaints panel. The panel consists of the chair of DU Dance (NI) and two members of the Board of Directors. You will be advised of the date the panel meets and you may attend the meeting. You may also bring someone with you if you wish for personal support.
- 4) You will be notified of the panel's decision within five working days of its meeting.

The Company Manger's contact details are:

Louise Dempster-O'Neil, DU Dance (NI), 1st Floor, Crescent Arts Centre, 2-4 University Rd Belfast BT7 1NH. Telephone: 028 9023 0877 email: [info@dudancenicom](mailto:info@dudancenicom)

**This procedure will be reviewed and, if necessary updated, on an annual basis.**

DU Dance (NI) Board ratified this Policy on: 16th December 2019

**Signed:**

**Rosamond Bennett** (Chair)