



WigLe Dance CIC aims to provide the best possible service to the individuals and organisations that make use of our facilities and/or take part in our activities. However, we recognise that, at times, we may fail to meet your expectations. If you feel this is the case, please do not hesitate to contact us.

Initially, the complaint should be made directly to the person concerned, as soon as possible.

If this is not appropriate, the complaint should be made directly to the Founding Director Amy Burdon ([amyb@wigledance.co.uk](mailto:amyb@wigledance.co.uk)). It is hoped that most complaints can be resolved in this way.

If, however, the complaint remains unresolved, please write to our non-executive directors by emailing [compliance@wigledance.co.uk](mailto:compliance@wigledance.co.uk).

The following procedure will then come into operation:

1. The complaint will be acknowledged in writing (normally within 7 days of receipt)
2. The non-exec directors will investigate the circumstances, which have led to the complaint.
3. The result of the investigation and recommendations for any changes or updates to policy will be sent in writing within 20 working days (a holding letter will be sent if this is not possible, giving a revised timescale).
4. The findings and recommendations of the non-executive directors is final and there will be no further action taken following their report.

Review Date: March 2021

Next review due: March 2022.

---