



Dance Hastings CIO

Complaints Procedure

April 2020

We are committed to providing high-quality enjoyable experiences for all participants, support workers, volunteers and employees for Dance Hastings. When something goes wrong, we need you to tell us about it. This will help us to improve our service.

If you have a complaint, there are 4 steps that you can take:

- Firstly you can express your concerns by speaking to the dance leader leading the session in the first instance. If that is not appropriate you can talk to a trustee – Email dancehastings@gmail.com to ask for a conversation with a trustee, or call Philippa Beagley on 07790698053



- If you don't feel your complaint has been dealt with adequately at this stage, or is more serious, please put your complaint in writing, and send it to dancehastings@gmail.com. The issue will be taken up by the trustees. A formal meeting will be held and documented; a resolution and plan of action will be developed to resolve the issue within 2 weeks.



- If the formal process above hasn't resolved the issue a joint meeting will be held between the individual and support person of their choice and a trustee of Dance Hastings to work towards a resolution.



- If you have a serious complaint about Dance Hastings, please contact Adult social care complaints team who will be happy to advise on the procedure.



- You can contact the ESCC complaints team on 01273 481242 or by emailing esccommentscomplaints@eastsussex.gov.uk