



LUDUS DANCE

COMPLAINTS PROCEDURE

Review Date: July 2020

Frequency of review: Annual

Reviewer: Katie McGivney

Job Title: Arts Administration and Communications Officer

Approved by Chair of Trustees on behalf of the board.....

Date.....

Ludus Dance 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 a member of the senior management team (see below). It is hoped that most complaints can be resolved in this way.

If, however, the complaint remains unresolved, please write to an appropriate member of our senior management team at the email addresses below. The following procedure will then come into operation:

1. The complaint will be acknowledged in writing (normally within 7 days of receipt)
2. The addressee will investigate the circumstances, which have led to the complaint.
3. The result of the investigation will be sent in writing within 21 days (a holding letter will be sent if this is not possible, giving a revised timescale).
4. If the complainant is dissatisfied with the results of the investigation, they have the right to present their complaint to the Chair of the Board of Trustees – John Wareing - johnwareing52@gmail.com.

Ludus Dance will keep a record of all verbal and written complaints and the Board of Trustees will be kept informed of the number, nature and resolution of the complaints on a regular basis.

Ludus Dance Senior Management Team:

Anthony Briggs, Co-Artistic Director & Chief Executive:
anthony.briggs@ludusdance.org

Kit Abramson, Co-Artistic Director & Development Manager:
kit.abramson@ludusdance.org