Complaints Policy

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Complaints Policy 2023

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Juliet Diener (CEO) Sarah Hollis (Chair)	N/A
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CEO/Chair of Trustees	October 2026

Signed by : Juliet Diener

Date : October 2023

Complaints Policy

icandance welcomes feedback from children, young people, parents and carers and team members. We strive to provide high quality opportunities which meet the needs of the participants, their families, and team members.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know, for any reason, if you are not satisfied with your dealings with the charity.

Complaints Procedure

When you have a complaint these are the steps to follow:

1) Speak directly to the COO, Lewis Dryburgh lewis@icandance.org.uk or CEO, Juliet Diener juliet@icandance.org.uk . We will do our best to address the matter within 7 working days. If the matter is to be addressed with Trustees this may take longer.

2) If the complaint is not resolved or involves either the COO or CEO the complaint should be addressed to the Board of Trustees. This should be done in writing to the following address:

Chair of Trustees: Sarah Hollis chair@icandance.org.uk

3) The Board of Trustees will respond to your complaint within 14 working days via email. There may be a period of time required for investigation which the Trustees would confirm with you when initially replying to your complaint. The Chair of the Trustees together with an additional neutral Trustee will investigate the matter. We aim to resolve all complaints quickly, and to keep you informed throughout the process. You will receive a full written response usually within six weeks; if there will be any further delay, you will be informed.This letter will include information on what to do if you are still dissatisfied.

4) All matters will be dealt with in a confidential, respectful and timely manner.