

FEEDBACK

You may not want to make a complaint but have ideas about how to make things better. We welcome suggestions about how we can improve what we do. Email the Administrator at admin@phoenixacrodance.com

COMPLAINTS

Phoenix AcroDance Academy aims to provide the best service that we can. Sometimes things go wrong. We want you to tell us if there is something you are not happy about as we will try to put things right.

Who can make a complaint?

You can make a complaint if you:

- Are a parent/guardian of a child attending the Academy
- Are an audience member or a participant in a Phoenix AcroDance Academy Performance
- Have been refused a service or an opportunity to participate in a Phoenix AcroDance Academy event or activity

How to make a complaint:

- In the first instance, if the concern is regarding classes please speak to your child's teacher & explain your concern. If you are unhappy with how the person you speak to deals with what you say, or the outcome please refer the matter to the Principal Robert Walker.
- Complaints regarding administration, payments etc should always be communicated to the Principal Robert Walker or Secretary Vanessa Gale directly as other staff members may not have sufficient knowledge to respond to your complaint effectively.
- The Complaint Lead for Phoenix AcroDance Academy is Mrs Vanessa Gale.
- Most complaints can be dealt with informally through email & verbal discussion etc. If you have a complaint of a serious nature please address this formally in writing to Becki Coombe of Learn2group at info@thelearn2group.org.uk & they will respond by email.

Phoenix AcroDance Academy staff are responsible for the implementation of this policy and for ensuring that it is reviewed annually and updated as required. **Next Review: September 2026**

Signed R. Walker Date 13/07/25

Print Name Robert Walker Position Principal