

Attack the Dance Floor Mobile Disco

COMPLAINTS POLICY

Temporary Installation of Mobile Disco

Version 1.0 Dated 19th December 2014

Published by Andy Przybyla

Document Ref: APDJ003

©Attack the Dance Floor 2014

Content

Complaints Policy

Complaints Procedure

Claims



t 07962143680

e attackthedancefloor@gmail.com

w www.attackthedancefloor.co.uk

Complaints Policy

Attack the Dance Floor views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Attack the Dance Floor knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely manner
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Attack the Dance Floor Mobile Disco.

Where Complaints Come From

Complaints may come from client who have booked us or their guests, people who have made enquires, members of the public who come in contact with us in person or via social media or an online presence or organisations in which we have performed or been linked.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Company owner *Andrew Przybyla*. Andy is trained to handle complaints by the Local Government Ombudsman.

Review

This policy is reviewed regularly and updated as required.

Adopted on: 18/12/2014

Last reviewed: 18/12/2014



Complaints Procedure

Publicised Contact Details for Complaints:

- Written complaints may be sent to Attack the Dance Floor at 1A Bradford Ave, Sunderland, Tyne and Wear SR5 4LB or by e-mail to attackthedancefloor@gmail.com.
- Verbal complaints may be made by phone to 07962143680 or in person to any of our DJs at any of our events or activities.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down how the complainant has come to have a dealing with Attack the Dance Floor
- Tell the complainant that we have a complaints procedure which they can view
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the company owner within 5 days.

On receiving the complaint, the company owner records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 5 days, normally in writing. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage

One, they can request to speak with the company owner in person. You can also make your complaint to the Citizens Advice Bureau or if you booked with us through an agency directly back to them.

As an independent small business we are not regulated by any authority and we are not a limited company so you cannot speak with Companies House. If you think we have broken the law or acted unfairly, you may wish to contact Trading Standards or even the Police. Advice on this can be found here <http://www.adviceguide.org.uk/>.

Claims

If you wish to file an insurance claim you do not need to go through the complaints process. Please ask our DJ or representative for details of our Public Liability Insurer and contact them directly.

Why do we have a written complaint policy?

We want to avoid anything that may portray our company in a negative light. A huge amount of time and effort has been put into the creation, development and delivery of our services and it would be a great shame to let a complaint no matter how unlikely leave a client, guest or organisation with a bad image of us.

We feel the by dealing with complaints via a published procedure and visible process shows that we will look at your complaint in a fair manner and no matter what the outcome strive to provide a better service going forwards. Hopefully we can at least leave you with the knowledge that we are a caring company with the customer at heart.