



COMPLAINTS PROCEDURE

Policy Approved: 06/06/22

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Approved by: Phil Davis

INTRODUCTION:

Yu! MAC are committed to providing a high-quality service to all our members, children/young people, adults and parents/carers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details verbally in the first instance, or by email or in writing. Please do not raise through our social media pages.

COMPLAINTS PROCESS:

- Your complaint will be passed to the senior instructor team for investigation and we will aim to provide you with a response within 7 days. This may not always be possible due to the nature of the complaint and our ability to discuss with those involved due to other working commitments of the parties involved.
- We will aim to keep you updated with any delays and inform you of the reasons why.