

Complaints and Appeals Procedure

Marion Lane

The Professional Centre

The Professional Centre is committed to the highest standards of service quality to its students. Its aims are to provide reliability within the training programmes offered, coupled with courtesy and credibility at all times.

In the unlikelihood of a complaint, *The Professional Centre* will respond and ensure that it is managed courteously, efficiently and promptly. In order for this to happen, it is important that full details are given. Anonymous complaints cannot be processed.

Complaints against *The Professional Centre*

Following extensive training, Marion Lane has passed rigorous professional qualifications to Fellowship level in all genres taught, having been appointed as an Examiner to the ISTD Dance Examinations Board. She retains membership of the ISTD, thus keeping up to date with any changes to the various dance genres, and regularly attends congresses and courses.

In the event of a student or parent/guardian being dissatisfied with the service being offered, they should write to Marion Lane with full details of the complaint. Marion Lane will acknowledge receipt of any such communication, within seven working days and following consideration of the various aspects; make a reply within twenty-eight working days.

Students or their parents/guardians may also make a written complaint regarding The Professional Centre to the Customer Services and Quality Assurance department of the ISTD.

Complaints relating to the syllabi and their examination

The responsibility for the syllabi and the examination of them rests with the Dance Examinations Board. Any complaint relating to this may be sent in writing to Marion Lane who will then forward it to the Customer Services and Quality Assurance department of the ISTD, who in turn, will log and acknowledge the complaint within seven working days. Following consultations, the complainant will be informed of the final outcome within twenty-eight working days.