



## Curious Motion – Complaints Policy

**Curious Motion aims to provide high quality services and experiences which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.**

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 you are not satisfied with your dealings with the organisation.

### **How to complain:**

If you are not happy about any of Curious Motion's services, you can speak informally with our team via the contact details below or face to face at any of our events or classes.

If you are unhappy with an individual in Curious Motion sometimes it is best to tell them directly. If you feel this is difficult or inappropriate, then speak to a director via the contact details below

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

### **Making a written complaint:**

If you are not satisfied with our first response or wish to raise the matter more formally, please write to the Artistic Director. (If your complaint is about the Artistic Director, please write to another member of the Board of Directors).

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Board of Directors who will report the matter to their next meeting, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with Curious Motion's services.

### **Contact Details:**

Email: [hello@curiousmotion.org.uk](mailto:hello@curiousmotion.org.uk)

Phone: 07599 619785

## **REVIEW**

Last review and approval: February 2026

Next review due: February 2027