



H O U S E   O F   M O T I O N

## COMPLAINTS POLICY

House Of Motion Studio Ltd

1 Cranmore House, Lisburn Road, Belfast

### 1. Policy Statement

House Of Motion Studio Ltd is committed to delivering a high standard of service across all programmes, classes, and events.

We value feedback and take all complaints seriously, viewing them as an opportunity to improve our services and maintain the highest standards.

### 2. Scope

This policy applies to:

- All participants (adults and children)
- Parents/guardians
- Clients attending any class, programme, or event

### 3. How to Make a Complaint

Complaints should be submitted in writing via email or official communication channels provided by House Of Motion Studio Ltd.

The complaint should include:

- name of the individual raising the complaint
- details of the issue
- relevant dates and times

- any supporting information

## **4. Handling of Complaints**

House Of Motion Studio Ltd will:

- Acknowledge receipt of the complaint within 3 working days
- Review the matter thoroughly and fairly
- Provide a response within 7–10 working days, where possible

All complaints will be handled professionally, confidentially, and without bias.

## **5. Resolution**

Where appropriate, House Of Motion Studio Ltd may:

- provide an explanation or clarification
- offer a resolution or corrective action
- implement changes to prevent recurrence

Resolutions are provided at the discretion of House Of Motion Studio Ltd.

## **6. Escalation**

If the complainant is not satisfied with the outcome, they may request a further review.

A final decision will be issued following this review and will be considered conclusive.

## **7. Conduct**

All complaints must be raised respectfully.

House Of Motion Studio Ltd reserves the right to refuse to engage with complaints that are abusive, defamatory, or unreasonable.

## **8. Review**

This policy will be reviewed periodically to ensure effectiveness and alignment with business operations.