

Customer Service Policy

Customer Service Statement

1. Service Aim

Shauna Olivia Studio is committed to providing each customer with a transparent and efficient service. Our aim is to provide the best service and qualifications to our customers.

Shauna Olivia Studios Staff are committed to:

- Providing calm, courteous and efficient service to every customer
- Providing accurate and informed responses to queries
- Providing timely responses to customer queries
- Treating all customers equally
- Ensuring fair and open assessment for all candidates and learners

2. Issue and review

The date of issue of this policy is September 2022. This policy will be reviewed annually.

3. Data

Shauna Olivia Studios will comply in full with the UK Data Protection Act and requirements relating to GDPR and will not use, distribute or sell any personal information given for the purposes of assessment for any reason other than the facilitation of that assessment, or with the customer's express permission.

Shauna Olivia Studios will protect student confidentiality by releasing results only to the entrant's teacher/dance school.

4. Appeals and Complaints



Shauna Olivia Studios

Please see the Shauna Olivia Studios website for details on our Complaints Policies and how to make a Complaint. All Complaints should be made in writing to Missshauna@shaunaoliviastudiosuk.co.uk.

5. Quality Assurance

Shauna Olivia Studios has a quality assurance process which aims to provide the best quality syllabi for customers.

Shauna Olivia Studio's key quality checks include:

- CPD and further training as necessary
- ongoing reviews to ensure qualifications remain current and fit for purpose
- periodical reviews of customer feedback following assessment

6. Issue of certificates

Shauna Olivia Studios will under normal circumstances issue results and certificates with the following deadlines:

- Graded examinations and Diplomas — a maximum of 6 weeks after the examination

7. Accessing the syllabi

Shauna Olivia Studios will publish in English, the syllabus specification for every current qualification it offers and this is available by contact the School Principal, Shauna McCarthy.

8. Responding to customer enquiries

All telephone and email enquiries should be directed to the School Principal.

By telephone

The telephone will be answered in person during office hours from 09:00 to 16:00, Monday to Saturday. The contact number is 07526851963.

By email



Shauna Olivia Studios

If you prefer to communicate by email, please use the following email address:

Missshauna@shaunaoliviastudiosuk.co.uk

We aim to respond to all emails within 48 hours. However more complex enquiries may take longer to resolve and syllabus queries may take up to 14 days for full responses.