



Customer Complaints Procedure

Shauna Olivia Studios aims to provide a high quality, professional and efficient service and therefore takes all complaints about its service very seriously.

The Principal responds to all complaints and ensures that they are managed efficiently and courteously, as quickly as possible. If the reply is to be dealt with swiftly, it is important that full details are given. Anonymous complaints cannot be processed.

Complaints against Shauna Olivia Studios:

In the event of an individual being dissatisfied with the service being offered, the complaint should be detailed in writing to **Shauna McCarthy** by email at **shaunaoliviastudiosuk@outlook.com**. The complaint will be acknowledged and logged and we will reply directly to the complainant within 30 days.

Complaints against Data Protection:

In the event of an individual being dissatisfied with the level of protection being offered, the complaint should be detailed in writing to **Shauna McCarthy** by email at **shaunaoliviastudiosuk@outlook.com**. The complaint will be acknowledged and logged and we will reply directly to the complainant within 30 days.

Complaints against the teacher:

All registered ISTD teachers must pass rigorous examination in the faculty in which they wish to teach. In this way, they are kept up to date with any changes and developments in their field and are required under rules set down by individual boards to attend training events known as CPD – Continuing Professional Development days.

The individual boards are responsible for the Programme of Study and examination of them, not the actual process of teaching. All syllabus teachers are expected to conform to the rules of professional etiquette as laid down by the Board in their Code of Conduct. However, the administration of Shauna Olivia Studios business is a matter between the student and the teacher. In the first instance, a complaint should be made direct to them.

However, if a parent/pupil wishes to make a complaint to us against a teacher, it should be made in writing, and signed by the complainant, with full details of the teacher's name. We will then log and acknowledge the complaint within 7 working days.

Complaints Form

Name:

Email:

Phone:

Date:

What is your complaint regarding?

Any additional information:

We aim to get back to you within 30 days of your complaint by email.
We are sorry for your distressing experience and we hope we can resolve the situation.