



Complaints Procedure

Where complaints are concerning the content and or delivery of our courses, the facilities at our venue or any other practical issue we request that a written description be sent to: ian@createdjschool.com with the words "Creative DJ School- Complaint" in the subject line of the email. Please give as much detail regarding the complaint as possible including names, dates, times, issue etc. We will give all complaints our full attention and a representative of Creative DJ School will contact you to discuss the issue.

If your complaint is in relation to a child protection issue, please see our Child Protection Policy which is available on request or from the policies page of our website. This form is also available as separate download on our policies page here: <https://www.creativejdschool.com/policies/> has a summary of the steps anyone should take when reporting a Child Protection concern. Please send the form to the Child Protection Officer whose contact details are in the Child Protection Policy document.

Email: ian@createdjschool.com with the words "Creative DJ School CP issue" in the subject line of the email.

Please give as much detail regarding the complaint as possible including names, dates, times, issue etc. As stated in the Child Protection Policy all data concerning a child protection or safeguarding issue is considered confidential within the scope of the Child Protection Policy.

If you would prefer to speak to an independent person, for example if there are any issues you feel you must raise which you are uncomfortable to raise with representatives Creative DJ School, please contact The Local Authority Designated Officer. (LADO)