



the national governing body for group exercise

## EMD UK Complaints Procedure

EMD UK are committed to providing high quality teacher training and continued professional development (CPD) and will resolve any problems you may have as quickly as possible. All complaints will be treated seriously, and confidentially. In order to properly investigate your complaint, it may be necessary to disclose limited, relevant information, to third parties. Information about a complaint will only be given to people directly involved and everyone involved will be advised of the need for confidentiality.

EMD UK welcomes feedback in order to constantly improve its products and services, therefore feedback and complaints are an important source of information for improving its services and delivering quality products. EMD UK has a formal complaints procedure to ensure complaints are dealt with in a professional manner. A complaint or dissatisfaction with EMD UK's service can be sent, in writing to;

Marcus Kingwell CEO  
EMD UK  
Unit 14 Graylands Estate  
Langhurstwood Road  
Horsham  
West Sussex  
RH12 4QD

EMD UK will ensure that an acknowledgement of your complaint is made within 5 working days.

Confirmation of a decision would then normally be made within 15 working days. Within your complaint you should include:

- A clear explanation of the nature of your query or complaint
- Your full name, contact details and course information
- Copies of any relevant supporting documentation

EMD UK's complaints procedure covers all complaints about administration, administrative support, quality assurance services, supporting resources and training provided by EMD UK, including any allegations of discrimination and harassment.