

Complaints

- 1. The most important aspect of any complaint is the need to communicate quickly. If you attend a class for several weeks and then tell us that something is wrong it is much harder for us to deal with the problem**
- 2. Ideally you should tell us if something is wrong after the first two classes at the start of the term. Even if you intend to continue at this point at least you have alerted us to a potential problem. We can then keep an eye on things and maybe discuss with the tutor.**
- 3. If you feel that the course you have started is the wrong course then will do our utmost to place you in a more suitable class.**
- 4. If you are making a complaint about the quality of our product or service and are seeking a refund of your course fee you must write to us clearly stating the nature of the grievance. A director of artsmart will investigate the complaint and reply to you in writing within 14 days. If you do not agree with the findings and recommended action you can request that the decision be reviewed by another director.**
- 5. If you are unable to complete a course due to changed circumstances this does not constitute a complaint and we are unlikely to return any part of your course fee. This is due to the fact that venue and tutor costs are still incurred and we are unlikely to fill your place immediately.**