



www.elmazproductions.com
elmazproductions@gmail.com

Managing Complaints

At Elmaz Productions, we strive to give the highest standard of Performing Arts experiences to children and young people combined with professional customer service at all times. We understand that things don't always go to plan and that sometimes we may not live up to your expectations. If this happens we want you to let us know and to give us the opportunity to put things right as quickly as possible. If however, you feel we haven't resolved the issue, we have a clear and simple procedure in place to make sure we handle your complaint fairly, sensitively and in a professional manner.

Complaints Procedure

It is hoped that most complaints and concerns will be resolved quickly and informally. We aim to resolve them as quickly as possible at the initial point of contact with us. If you remain dissatisfied, you may wish to make a formal written complaint.

You can complain in writing, either by letter or email and send it to:

Company Directors
Elmaz Productions
124 City Road
London
EC1V 2NX

Email: elmazproductions@gmail.com

It would help us to deal with your complaint more effectively if you could provide the following information:

- Exactly what the problem is and how it occurred
- How it has affected you
- What you consider should be done to put it right

We will acknowledge receipt of your complaint within 2 working days of receipt. We will then fully investigate and provide you with a full response which outlines the findings of any investigation and, wherever possible, resolve the matter to your satisfaction. We will also keep the complaints procedure independent and as impartial as possible.

ELMAZ PRODUCTIONS LTD

Registered Company: 13346673
124 City Road, London EC1V 2NX



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If your complaint is particularly complex it may take longer to resolve. We will, however, always keep you informed regarding our investigation into the issues you raise. We will ultimately issue a formal resolution letter in response to your complaint as part of our procedure. Your complaint will be treated in the strictest confidence

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