

# Royal Academy of Dance

(“THE ACADEMY”)

## CUSTOMER SERVICE STATEMENT

The Royal Academy of Dance exists to develop and promote knowledge, understanding and practice of dance internationally. We seek to promote life long learning, raise skill levels and realise ambitions.

We aim to provide a courteous, helpful and efficient service to everyone at all times and we encourage customer feedback on our services, programmes and merchandise.

We regard customer service as of prime importance and all staff receives regular training in customer service skills.

### Services

- Membership of two professional bodies – the Royal Academy of Dance and the Benesh Institute – with associated benefits and services
- A list of teachers with Royal Academy of Dance Registered Teacher status
- Conferences and Seminars
- Publications
- Training
- Advice and lobbying

### Programmes

- Programmes of study leading to certificate, diploma and degree qualifications
- Professional short courses
- Graded Dance Examinations in Classical Ballet at General and Vocational levels

### Merchandise

The Australian head office of the Royal Academy of Dance offers the full range of examination Syllabus notes and music in printed, recorded, video, dvd and CD formats, recommended examination uniform information, teaching aids, books and RAD merchandise. All products are available through personal shopping and mail order. Royal Academy of Dance Enterprises Ltd (UK) also offers on-line shopping and Benesh manuscript paper.

### Information

Information on the Royal Academy of Dance can be obtained in the following ways:

- Visit the Academy’s websites [www.rad.org.au](http://www.rad.org.au)  
[www.rad.org.uk](http://www.rad.org.uk)  
[www.radeducation.org.uk](http://www.radeducation.org.uk)  
[www.radenterprises.org](http://www.radenterprises.org)  
[www.radacadabra.org](http://www.radacadabra.org)  
[www.benesh.org](http://www.benesh.org)

- General Enquiries email: [info@rad.org.au](mailto:info@rad.org.au)
- Write to  
Royal Academy of Dance  
PO Box 245  
Kings Cross NSW 1340
- Telephone (02) 9331 4111
- Facsimile (02) 9360 6677

The Royal Academy of Dance publishes magazines *Dance Gazette*, *Focus on Members* and *Focus on Exams* in February, June and October), *Benesh News* (October) and *BenTech* (June) in addition to a wide range of leaflets, brochures and prospectuses which are readily available on request or to download from our website.

Names and contact details of the National Administrator and staff, Regional Co-ordinators and Regional Advisory Panel Chair people are published in *Focus on Members* and on the Academy's website.

## Customer Expectation

We aim to:

- Provide a helpful, courteous and quick response to all enquirers and visitors.
- Answer direct line calls within seven rings. Callers will have the opportunity to leave voicemail messages after seven rings.
- Respond to all voicemail messages within 24 hours on working days.
- Respond to all correspondence (including emails and faxes) within seven working days. We aim to acknowledge receipt of correspondence within seven working days if a full reply is not immediately possible. An acknowledgment for Membership payments can take up to 21 days.
- Publish and despatch the *Dance Gazette* within publication and country delivery dates.
- Despatch mail orders within 10 working days, subject to receipt of correct order instruction, payment and stock availability.
- Pay Payroll and ABN invoices within 10 working days.

## Customer Feedback

You are encouraged to provide feedback and may, if you wish, use the “**Customer Feedback**” form which is readily available from the Academy's website [www.rad.org.au](http://www.rad.org.au) and Customer Services.

## Complaints

We aim to ensure that you have no cause to make a complaint. However, if you do, you may write to Customer Services (email [info@rad.org.au](mailto:info@rad.org.au)) or the National Administrator at the Academy's Australian head office in Sydney using the contact details stated above.

We aim to acknowledge all complaints within seven working days. We will look into your complaint and do our best to respond fully as soon as we can.

If you are dissatisfied with the response received you may write to the Chief Executive, Royal Academy of Dance, 36 Battersea Square, London SW11 3RA, United Kingdom; Tel: +44 (0) 20 7326 8000; Facsimile: +44 (0) 20 7924 3129.

This procedure is appropriate if you have a complaint. We have a number of other procedures, which deal with particular matters including appeals in relation to membership, registered teachers, graded examinations and Faculty of Education programmes of study. Where we have specific procedures in place the above will not apply.

## **Monitoring**

We monitor your feedback to ensure that you are receiving the level of service and quality of product and merchandise that we aim to deliver.

**The Royal Academy of Dance seeks to promote knowledge, understanding and practice of dance internationally by promoting dance, educating and training students and teachers, and providing examinations to reward achievement.**