

# Complaints Policy 2021

## **Our Commitment**

One Education Limited is committed to providing an excellent service for our customers and contacts. In order to achieve this, we listen to feedback and take a proactive approach to improving our services based on this feedback.

We recognise that both we and our customers have everything to gain if we look after your best interests and will treat you fairly in all aspects of our dealings with you. We will provide clear information about the products and services we offer and encourage you to ask if there is something you don't understand or to raise concerns directly with the relevant Head of Service if you are dissatisfied with any aspect of our service(s). We will always endeavour to resolve issues at this stage.

If, after raising any concerns informally you remain dissatisfied, you have an opportunity to make a formal complaint.

## **Making a complaint**

A complaint may be made by a person or organisation to whom we deliver services.

If you have a complaint you will be guaranteed a response and we will give careful consideration to the concerns raised. Please remember to include:

- the nature of the complaint
- any time, date, location details where applicable
- what you would like to see as an outcome

## **Stage One**

Your complaint should be addressed to:

### **Linda Mason**

Complaints Contact  
One Education Ltd  
Universal Square,  
Devonshire Street North,  
Manchester M12 6JH

**[linda.mason@oneeducation.co.uk](mailto:linda.mason@oneeducation.co.uk)**

The complaint will be allocated to the relevant Head of Service for investigation. Where this is not appropriate the complaint will be handled by a nominated senior manager. Initially you will receive an acknowledgment from the Complaints Contact or nominated manager within 5 working days. A written response to the complaint will normally be issued within 20 working days. Some complaints may be complicated or technical in nature and/or may require

information to be sought from third parties and therefore may take longer than the stated period to resolve. If we cannot give a full reply within the stated period, we will let you know why, what actions are being taken, and give you an expected date when we can respond.

Enquiries about the progress of a complaint should be directed to the Complaints Contact as above.

## **Stage Two**

If you are not satisfied with the response at stage 1, you can ask for the complaint to be escalated to the Chief Executive of One Education. The Chief Executive will only be able to consider complaints that have already been through stage 1. You should set out why you are dissatisfied and what outcome you would like to see. You should do this within 28 days of receipt of the stage 1 response.

The Chief Executive will arrange a review of your complaint and issue a response in writing normally within a further 28 working days. You will be notified if for any reason the response cannot be issued within the 28 working days and an expected date of conclusion will be confirmed.

Where a complaint relates to the Chief Executive, this should be sent to the Complaints Contact as above. It will then be allocated to a non-executive director of the company for consideration at Stage 1. If you are not satisfied with the response at Stage 1, you can ask for the complaint to be escalated to an alternative non-executive director.

Where a complaint relates to the Finance Director this will be considered by the Chief Executive at Stage 1 and if you are not satisfied with the response, you can ask for the complaint to be escalated to a non-executive director at Stage 2.

There is no further right of appeal following completion of Stage 2.