



Complaints Policy

Complaints Policy Statement:

Resilience Education is committed to providing a quality service to schools, parents and participants and achieving the highest standards in our business. One of the ways in which we can continue to improve our service is by listening and responding to the views of those who we come into contact within the day to day running of our company.

This policy is designed to provide all schools, participants, parents, potential customers and any person that works or may work with Resilience Education with a fair and objective means of making a complaint.

Where the complaint is regarding any of the award assessments, the claimant should follow the awarding body appeals procedures as is appropriate. This can only be done once the candidate has been given their assessment outcome. We can provide full details of the person to contact in the regional or national office of the appropriate awarding body.

Resilience Education seeks to:

- treat all customer complaints as clear expression of dissatisfaction with our service which calls for a response.
- treat all complaints seriously whether it is made in person, by telephone, by letter, by fax, or by e-mail.
- Acknowledge formal complaints within 48 hours and respond formally to complaints within a reasonable time frame (usually 10 working days).
- deal with complaints promptly, politely and, where appropriate, informally (for example, by telephone. Please be aware that in peak season it may be necessary to book a further call back).
- respond in the right way – for example, with an explanation, or an apology where we have got things wrong or information on any action taken etc.
- learn from complaints; use them to improve the quality of our services.

Complaints Procedure:



1. Customers, suppliers or any other person wishing to make a complaint should do so in writing (email, fax and letter).
2. All correspondence should be titled 'Customer Complaint' and include a full and factual account of the events surrounding the complaint including the names of all those involved and full details.
3. If the complaint pertains to a particular member of staff, their details should be provided accordingly.
4. The complaint should be submitted within 14 days of the incident to which the claim pertains occurred. While the company will investigate all complaints thoroughly, this time frame will enable us to ensure that the information we gather during the investigation process is as accurate as it can possibly be within the complaint documentation.