



Apex Educ8 LTD- Complaints Procedure and Policy

Introduction

Apex Educ8 LTD (the 'Organization') aims to provide an open, accountable and efficient service to all our customers. Whilst every effort is taken sometimes mistakes are made.

A complaint process has been set up for people who feel dissatisfied about the service or treatment they receive.

You have a right to complain and to have it investigated. We aim to learn from any mistakes and the complaints procedure is seen as very important in this continuous programme of improvement.

What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- a. The standard of service we provide
- b. The behaviour of our staff, and
- c. Any action or lack of action by Commissioners or staff affecting an individual or group

Our complaints policy does not cover:

- a. Comments about our policy or policy decisions
- b. Dissatisfaction with our policies or decisions about individual cases or grants or requests for legal assistance
- c. Matters that have already been fully investigated through this complaints procedure, or
- d. Anonymous complaints

Our standards for handling complaints

- We treat all complaints seriously, whether they are made by telephone, by letter or by email
 - You will be treated with courtesy and fairness at all times. We would hope, too, that you will be courteous and fair in your dealings with our staff at all times
 - We will treat your complaint in confidence
-
- We will deal with your complaint promptly. We will send you a letter acknowledging your complaint. We will also let you know the name of the person who will be dealing with your

complaint. You can expect to receive our letter with 5 days of us receiving your complaint and we will send you a full reply within 20 working days of receiving our letter of acknowledgement.

- We will not treat you less favourably than anyone else because of your:
 - Sex or marital status: this includes family status, responsibility for dependants, and gender (including gender reassignment, whether proposed, commenced or completed)
 - Sex orientation
 - Colour or race
 - Disability
 - Religious or political beliefs, or trade union affiliation, or
 - Other unjustifiable factors, for example language difficulties or age

Third Party Reporting

Complainants may wish to have a third party act on their behalf. A third party is any person or organisation acting on behalf of or making enquiries for the complainant. Representatives may include:

- Advice organisations
- Professionals such as social workers, community psychiatric nurses or doctors, solicitors
- Family members or friends
- MPs and elected members of the Council – customers' own MPs and elected members are assumed to have consent to act and information can be disclosed in response to their enquiries
- Attorneys are legally empowered to act on behalf of the complainant and consent to disclose information is not required

Where a third party is helping a complainant with a particular complaint and written authority is held to that effect, If the representative asks to be kept informed of progress on the complaint all possible steps will be taken to ensure that this happens.

Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the data protection act 1998.

How to Complaint

You can make a complaint to the addresses listed in section 'contacting us' in a number of ways:

- Via telephone
- Via email
- In writing or letter
- Via website

We have a two-stage complaints procedure. At each stage it will help us to resolve your complaint quickly if you can give us as much clear detail as possible, including any documents and correspondence and stating that you are making a complaint in line with our procedure.

The stages of the Complaints Procedure

Stage1 - This is the first opportunity for a service to resolve a complainant's dissatisfaction, and the majority of complaints will be resolved at this stage. In the first instance, we will try to get your complaint resolved by the Manager of the area against whom the complaint has been made. Upon receiving acknowledgement letter of your complaint we will contact the relevant team and ask them to deal with your complaint.

Stage 2 - If you are dissatisfied with this response you may request a review by a Company Director of the relevant directorate. Your request should be sent to the Branch Managers at the address given below, who will forward your request to a Company Director for a review.

At each stage please send your complaint or request for review to the Branch Manager using the contact details given under 'contacting us'

Timescales for Handling a Complaint

Stage 1 – maximum 20 working days
Acknowledgement within 5 working days
Full response with 20 working days

Stage 2 – maximum 20 working days
Acknowledgement within 5 working days
Full response with 20 working days

Extending time limits

We aim to complete all complaints within the timescales above; however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case we will keep the complainant informed of progress with the investigation, the reasons for the delay, and inform them of the new deadline.

Following any stage of the procedure, a complainant has a maximum of 28 days from the date of the final response to request that their complaint be progressed to the next stage.

If you remain dissatisfied

If you are still dissatisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Enterprise & Regulatory Reform.

Recording Complaints

We will log all complaints we receive so that we can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our own service delivery.

We will handle your information in line with data-protection legislation.

Contacting Us

All complaints and requests for review under our complaints procedures should be sent to the following address:

Apex House
1 Bridle Path
Watford
Hertfordshire
WD17 1UE

Email: info@apexeduc8.co.uk
Contact number: 020 39295150