

Complaints Policy
Reviewed on: 29/9/23
Next review date: 29/9/26

- 1. Our positive approach to complaints is embedded throughout our organisation**
 - a. Our approach to complaints handling is reflected by our values, aims and objectives
 - b. We adopt the principle that all expressions of dissatisfaction should be taken seriously and acted on appropriately
 - c. We have a positive approach to complaints and they are welcomed as part of our wider approach to collecting customer feedback
 - d. We are committed to dealing with complaints in a fair, impartial and timely manner
 - e. We are committed to using complaints to review and improve the services we provide and to shape our business
 - f. We recognise the importance of complaints and allocate the appropriate level of resources to ensure we can deal with and resolve them effectively.
 - g. As a small company, we are able to operate a single stage complaint review process, with no route of appeal.
 - h. Where a complaint is in connection with an accredited qualification, we will signpost the complainant to any awarding body process if they are dissatisfied with our review and response.

- 2. Our complaints service is open and accessible to all**
 - a. Any of our customers, or someone advocating on their behalf, with their permission, can make a complaint.
 - b. We ensure that information about our complaints policy and process is published on our website and in our student handbooks.
 - c. Whoever receives a complaint at Upkeep will process it in line with our procedure.

- 3. Complaint handling**
 - a. We will take complaints in writing, via email, or via telephone.
 - b. We will not investigate anonymous complaints.
 - c. Complaints should give specific details to enable a meaningful investigation to take place.
 - d. Receipt of the complaint will be acknowledged, by email, within 5 working days.
 - e. We aim to investigate and respond within 15 working days.
 - f. When it is not possible to meet these timescales we will keep the customer informed of progress.
 - g. Customers will receive a decision that is objective, evidence-based and addresses all the issues that have been raised.
 - h. We keep clear and accurate records as a matter of course and can account for the decisions that we have made.

- 4. We monitor our performance and learn from feedback to improve our services**

We regularly review the outcome of complaints to identify ways to improve our service.

Process

