



now
education

Adding value at every key stage

noweducation.co.uk

Company Name

NOW Education

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Title

Complaints Policy

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1.4

Complaints *Policy*

The business is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.



Complaints Procedure

If you have a complaint, please contact the Managing Director, Alex Westworth by emailing complaints@noweducation.co.uk or in writing at 7th Floor, Cobalt Square, Hagley Road, Birmingham B16 8QG.

Next Steps

We will record your complaint in our central register within a day of having received it.

We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. 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 within 5 days of us receiving your complaint.

We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 3 days of your reply.

We will then start to investigate your complaint. This will normally involve the following steps;

- We will ask the member of staff who dealt with you to reply to your complaint within 5 days of our request
- We will then examine the member of staff's reply and the information you have provided for us

If necessary we may then ask you to speak to them. This will take up to 4 days from receiving their reply.



You will then be invited to meet to discuss and hopefully resolve your complaint. We will do this within 5 days of the end of our investigation. Within 2 days of the meeting, we will write to you to confirm what took place and any solutions agreed with you.

If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include any suggestions for resolving the matter. We will do this within 5 days of completing his investigation.

We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Enterprise & Regulatory Reform.

Should the outcome of the complaint identify a training need, NOW Education will ensure training is provided within 28 days to prevent a reoccurrence. Should the outcome require a change in documentation such as a Policy or marketing material, NOW Education will ensure this is completed within 7 days.

If we have to change any of the time scales above, we will inform you.