

FAST PROGRESS TUITION

COMPLAINTS PROCEDURE

Last Updated: March 2021

Complaints Procedure

We will make every reasonable effort to fairly and quickly resolve any complaint made by a client. Complaints are to be handled by either the CEO or the Director of Fast Progress. Stage 1 or 2 complaints will be recorded in the records folder at centre and kept for 3 years in accordance with OFSTED regulations.

Stage 1 - where an **oral complaint** is made the person receiving the complaint will:

1. identify himself/herself, listen, record details and determine the resolution that complainant is after;
2. confirm the details received;
3. explain the complaints resolution procedure, and advise of alternative courses of action;
4. resolve the complaint immediately if possible or make a commitment to resolve the complaint within a given time frame; and
5. follow up the complaint as appropriate e.g provide the complainant with feedback regarding the result of any action taken to resolve the complaint.

If the complainant is not happy that the issue has been resolved, they can request that the complaint is escalated to a Stage 2.

Stage 2 - where a **written complaint** is made we will:

1. Appoint an investigator, interview the people involved and write a report. This report will be share but parts might be redacted;
2. provide the complainant with written feedback within ten working days of receiving the complaint regarding the result of action taken by the Member to resolve the complaint; and
3. if it is not possible to resolve the complaint within ten working days, provide written acknowledgement of receipt of the complaint within seven working days and specify the time frame within which the complainant will receive feedback regarding the result of action taken to resolve the complaint.