



Complaints Procedure

Review date: April 2026

1. Introduction

- **Purpose:** To ensure that all complaints are handled fairly, consistently, and promptly.
- **Scope:** This procedure applies to all participants, parents, guardians, and staff involved in the workshops.

2. How to Make a Complaint

- **Informal Complaints:** Participants can raise concerns directly with workshop leaders or staff members. This can be done verbally or in writing.
- **Formal Complaints:** If the issue is not resolved informally, a formal complaint can be made. This should be done in writing and submitted to the designated complaints officer.

3. Complaint Submission

- **Details Required:** The complaint should include the complainant's name, contact information, a detailed description of the issue, and any relevant evidence.
- **Submission Methods:** Complaints can be submitted via email, postal mail, or through an online form on the company's website.

4. Acknowledgment of Complaint

- **Timeframe:** All complaints will be acknowledged within 5 working days of receipt.
- **Acknowledgment Method:** The complainant will receive a written acknowledgment, confirming that the complaint has been received and is being reviewed.

5. Investigation Process



- **Initial Review:** The complaints officer will conduct an initial review to determine the nature of the complaint and the appropriate course of action.
- **Investigation:** A thorough investigation will be conducted, which may involve interviews with relevant parties, review of documentation, and consultation with experts if necessary.
- **Timeframe:** The investigation should be completed within 20 working days. If more time is needed, the complainant will be informed of the delay and the expected completion date.

6. Resolution and Response

- **Outcome:** The complaints officer will provide a written response to the complainant, outlining the findings of the investigation and the proposed resolution.
- **Actions:** If the complaint is upheld, appropriate actions will be taken to address the issue and prevent recurrence. If the complaint is not upheld, the reasons will be clearly explained.

7. Appeals Process

- **Appeal Submission:** If the complainant is not satisfied with the resolution, they can submit an appeal in writing within 10 working days of receiving the response.
- **Appeal Review:** The appeal will be reviewed by a senior manager or an independent panel, who will conduct a further investigation if necessary.
- **Final Decision:** The outcome of the appeal will be communicated to the complainant within 15 working days.

8. Confidentiality

- **Privacy:** All complaints will be handled confidentially, and information will only be shared with those directly involved in the investigation and resolution process.

9. Monitoring and Review

- **Feedback:** Regular feedback will be sought from participants and staff to ensure the complaints procedure is effective.



- **Review:** The complaints procedure will be reviewed annually to ensure it remains relevant and effective.