

## **Complaints Policy**

### **1. Purpose of the Policy**

The purpose of this Complaints Policy is to establish a clear and structured procedure for addressing concerns raised by students, parents, guardians, and other stakeholders affiliated with ETIA Academy.

We value constructive feedback as it serves as a mechanism for enhancing our services and the overall educational experience. Our objective is to handle all complaints in a timely, equitable, and respectful manner.

### **2. Scope**

This policy applies to all complaints pertaining to the operations of ETIA Academy, encompassing but not limited to:

- Academic issues (e.g., curriculum quality, teaching methodologies, assessment procedures)
- Administrative processes (e.g., enrolment, scheduling, billing inquiries)
- Staff conduct (e.g., professionalism, communication standards)
- Technical issues (e.g., platform functionalities, access to educational materials)
- Any additional matters impacting the educational environment.

### **3. Definition of a Complaint**

A complaint is defined as an expression of dissatisfaction regarding the services provided by ETIA Academy that warrants investigation and a formal response. This includes issues perceived as unfair, inappropriate, or in violation of the Academy's established policies.

### **4. How to Raise a Complaint**

Complaints may be submitted through the following channels:

- Email: Individuals may send their complaints to [complaints@etiaacademy.co.uk](mailto:complaints@etiaacademy.co.uk), ensuring "Complaint" is specified in the subject line for prioritization.

### **5. Complaints Procedure**

#### **- Step 1: Initial Discussion**

- It is advisable for individuals to first address their concerns informally with the relevant staff member. Such discussions may yield a swift resolution without necessitating formal complaint procedures.

## **-Step 2: Formal Complaint Submission**

- If informal discussions do not resolve the issue, a formal complaint may be submitted. This submission should include:
  - The full name and contact information of the complainant
  - A comprehensive description of the complaint, including relevant dates, locations, and individuals involved
  - A record of any prior attempts to address the issue
  - Any supporting documentation related to the complaint (e.g., emails, screenshots, reports)

## **-Step 3: Acknowledgment of Complaint**

- Upon receiving the formal complaint, ETIA Academy shall acknowledge its receipt within [3-5 business days]. This acknowledgment will outline the subsequent steps in the process and indicate the individual responsible for investigating the complaint.

## **- Step 4: Investigation**

- An investigation will be conducted by a designated staff member or committee. This may involve consultations with the complainant, staff members, and other relevant parties. The Academy aims to conclude this investigation within [10-15 business days], contingent upon the complexity of the matter.

## **- Step 5: Outcome Notification**

- Upon completion of the investigation, the complainant will receive a written report detailing the findings and any resultant actions taken. This communication will also include information regarding available avenues for further recourse should the complainant find the outcome unsatisfactory.

## **6. Confidentiality**

All complaints will be managed with the utmost confidentiality. Information related to complaints will only be shared with individuals directly involved in the resolution process. Complainants are encouraged to provide comprehensive information, as anonymity may restrict our capacity to conduct a thorough investigation.

## **7. Escalation Process**

Should the complainant be dissatisfied with the outcome of the initial complaint resolution, they reserve the right to escalate the matter to the Academy's

Management Team. The escalation request should be submitted via email to [management@etiaacademy.co.uk](mailto:management@etiaacademy.co.uk), articulating the reasons for dissatisfaction and any additional information pertinent to the issue.

## **8. Monitoring and Review**

ETIA Academy is devoted to ongoing improvement. Complaints will be systematically monitored and documented to identify trends and areas requiring enhancement. This Complaints Policy will undergo an annual review to ensure its efficacy and relevance.

## **9. Contact Information**

For inquiries or further information regarding this Complaints Policy, please contact us at [info@etiaacademy.co.uk](mailto:info@etiaacademy.co.uk)

## **10. Commitment to Improvement**

ETIA Academy firmly believes that every complaint presents an opportunity for learning and development. We promote an atmosphere of open dialogue and welcome all feedback, as it is critical to our mission of providing a high-quality educational experience for all students. Your feedback is valued, and we strive to engage in constructive discussions to address any concerns raised.

This policy will undergo a comprehensive review on an annual basis and will be amended as necessary to ensure its ongoing relevance and effectiveness in addressing the needs of our diverse community.

Thank you for your contribution to the ongoing improvement of services at ETIA Academy.

ETIA ACADEMY

EDUCATION TAILORED TO THE INDIVIDUAL, ALWAYS