



PASSION EDUCATION LTD

Policy Name: Complaints and Formal Grievance Procedure

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Complaints and Formal Grievance Procedure

1. Introduction

Passion Education Ltd is committed to delivering the highest standards of academic excellence through the **APEX Framework**. We recognise that occasionally parents or students may feel that our **high seniority** standards have not been met. This policy provides a clear, professional pathway for resolving such grievances fairly and promptly.

2. Informal Resolution

In the first instance, we encourage parents to raise any minor concerns directly with the relevant instructor. Most issues regarding homework feedback or **Surgical Writing Lab** outcomes can be resolved through professional dialogue at the conclusion of a session or via the official communication portal.

3. Formal Complaint Stage One

If a matter remains unresolved, a formal complaint must be submitted in writing to the **COO** or the administrative lead.

- **Submission:** The complaint should clearly outline the nature of the grievance and any evidence of forensic failure in our service delivery.
- **Timeline:** The Academy will acknowledge the complaint within three working days and provide a formal written response within ten working days.

4. Formal Complaint Stage Two (CEO Review)

Should the outcome of Stage One be unsatisfactory, the complainant may request a final review by the **CEO**.

- **Process:** The **CEO** will conduct a comprehensive audit of the student's **academic trajectory** and the previous handling of the complaint.
- **Final Decision:** The **CEO** will issue a definitive ruling. This decision is final and represents the conclusion of the internal institutional process.

5. Mediation and External Review

For persistent disputes that cannot be resolved internally, Passion Education Ltd may suggest the use of an independent mediation service. The costs of such mediation are typically shared between the Academy and the family.

6. Confidentiality and Records

All complaints are handled with the utmost discretion in line with our **Data Protection and GDPR Compliance** policy. A central log of all formal grievances is maintained by the **CEO** to monitor institutional quality and prevent the recurrence of service failures.