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**Author/s of policy:** Rachel Lappage

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**Policy review dates and changes:**

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| **Review Date** | **By Whom** | **Summary of Changes Made** | **Date Implemented** |
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**Homeschoolers Academy Compliments, Concerns & Complaints Policy**

At Homeschoolers Academy, we are committed to providing high-quality educational services and supporting our learners and families. We value all feedback, whether it is a compliment, concern, or complaint. This policy outlines the process for handling feedback and ensures that all matters are addressed fairly and promptly.

**1. Compliments**

We are always thrilled to hear positive feedback about our courses, services, and the experience of our learners. If you have had a positive experience with Homeschoolers Academy, we would love to hear from you!

**How to submit a compliment:**

* You can send your feedback via email to contactus@homeschoolersacademy.co.uk
* Alternatively, leave a review on our social media platforms or website.

Compliments will be shared with the relevant staff members and celebrated as part of our ongoing commitment to delivering excellent service.

**2. Concerns**

We understand that sometimes things may not go as expected, and you may have concerns about a particular aspect of our courses or services. We encourage you to reach out to us if you have any worries, as we are here to help.

**How to raise a concern:**

* Contact us via email at contactus@homeschoolersacademy.co.uk with a description of your concern.
* You can also reach us through our social media channels.
* We aim to resolve concerns as quickly as possible and will acknowledge your concern within 2 business days. We may request additional details to better understand the issue and ensure we address it properly.

**3. Complaints**

While we aim to provide excellent service, we recognise that sometimes things can go wrong. If you feel that your concern has not been resolved satisfactorily, you may wish to escalate it to a formal complaint.

**How to make a complaint:**

* To make a formal complaint, please contact us via email at contactus@homeschoolersacademy.co.uk, outlining the details of your complaint.
* Ensure you include any relevant information such as course name, dates, and nature of the issue.

**Complaint Process:**

* Upon receipt of a complaint, we will acknowledge it within 2 business days.
* We will investigate the complaint thoroughly and work to resolve it. This may involve discussions with the relevant team members or instructors.
* We will aim to resolve your complaint within 10 business days, and we will keep you updated on the progress throughout the process.

**4. Resolution**

We are committed to resolving complaints to the satisfaction of all parties involved. If we are unable to resolve your complaint directly, we may offer alternative options, such as:

* A full or partial refund
* Additional support or adjustments to your course materials
* Referrals to external mediation or support if necessary

**5. Confidentiality**

All feedback, concerns, and complaints will be treated with the utmost confidentiality. We respect your privacy and will ensure that any information shared remains secure and used solely for the purpose of resolving the issue.

**6. Continuous Improvement**

At Homeschoolers Academy, we view feedback as an essential tool for continuous improvement. We are always looking for ways to enhance our courses, services, and overall experience. Any feedback provided—whether positive, a concern, or a complaint—will contribute to the ongoing development of our offerings.

**Contact Details for Compliments, Concerns, & Complaints:**

* Email: contactus@homeschoolersacademy.co.uk
* Website: [Homeschoolers Academy](https://homeschoolersacademy.co.uk/)

Thank you for your feedback and for helping us continually improve our services. We look forward to supporting your learning journey!