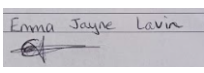
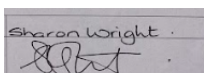




COMPLAINTS POLICY

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	2	October 2025
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			October 2026

Our Commitment

Everyday Lessons is committed to providing a high-quality service to learners, clients, and the wider community. We take all complaints seriously and will handle them fairly, promptly, and objectively.

- Complaints are treated confidentially and without recrimination.
- Learners will not be disadvantaged for raising a complaint.
- Complaints found to be malicious may result in disciplinary action.
- We ensure fairness irrespective of age, disability, gender/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion/belief, sex, or sexual orientation.

The **Head of Centre, Emma Jayne Lavin**, is responsible for overseeing this policy.

Scope of the Policy

This procedure applies to complaints relating to:

- Delivery or non-delivery of education and training services (teaching, course content, assessment, tutoring, learner support).
- Incorrect or misleading information about our services.
- Delivery or non-delivery of support services (enrolment, fees, accommodation, health & safety, learner resources).
- Unacceptable behaviour or actions by staff or other learners.

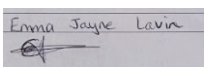
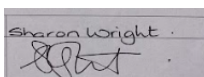
Note: Separate procedures exist for:

- Learner discipline
 - Assessment appeals
-

How to Complain

Complaints must be made in writing to the **Quality & Compliance Manager**. Support is available for those making complaints, including:

- Representation by a parent, guardian, friend, or supporter

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	2	October 2025
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			October 2026

- Assistance in completing the written complaint

Details of this process are provided during induction and discussed alongside the appeals procedure policy and procedures.

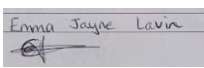
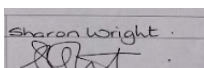
Quality & Compliance Manager : info@everydaylessons.co.uk

Informal Resolution

- Most complaints can be resolved through discussion with the Quality & Compliance Manager.
 - Complaints may be made orally or in writing.
 - The Quality & Compliance Manager will respond within **10 working days**.
 - If the complainant is dissatisfied, they will be guided to the formal complaints procedure.
-

Formal Procedure

1. **Submission:** A formal complaint must be made in writing within **15 working days** of the incident or receipt of an informal response. Exceptions may be considered in special circumstances.
2. **Recipient:** Complaints should be sent to the **Head of Centre, Emma Jayne Lavin**. If the complaint involves the Head of Centre, an alternative senior manager will manage the process.
3. **Acknowledgement:** Receipt will be acknowledged within **5 working days**.
4. **Initial Assessment:** The Head of Centre will assess the complaint within **5 working days** and determine the appropriate course of investigation.
5. **Investigation:** The relevant Centre manager will investigate, interviewing the complainant, respondent, witnesses, or others as necessary. A summary report will be provided to the Head of Centre within **10 working days** of the initial assessment.
6. **Outcome:** The Head of Centre will record the outcome and communicate it in writing or via a meeting to all parties involved.
7. **Support:** Learners will be offered support at meetings and encouraged to bring a supporter. Vulnerable adults and learners under 16 must have a care worker or advocate present.
8. **Timeframe:** Complaints should normally be resolved within **25 working days**. If more time is needed, all parties will be notified.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	2	October 2025
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			October 2026

Note: The decision is final within the organisation but does not affect legal rights.

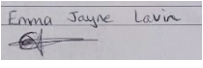
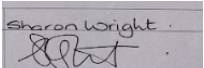
Monitoring & Review

The **Senior Management Team** will review complaints annually to include:

- Number and type of complaints
- Time taken to resolve complaints
- Outstanding complaints
- Complaint outcomes
- Appeals results
- Analysis by age, gender, and ethnicity

Records of complaints will be maintained for **3 years** and made available to relevant authorities for audit purposes.

Policy updates will be communicated to all staff and learners when necessary.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	2	October 2025
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			October 2026