

## **1. Purpose and Scope**

We are committed to providing high-quality services to all our customers. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

## **2 Procedure for How to Make a Complaint**

You can make a complaint by contacting us at:

- Email: [Complaints@Blueprinteducation.co.uk](mailto:Complaints@Blueprinteducation.co.uk)
- Phone: 07885 688275
- Address: Blueprint Education Services, 158 Station Road, Beeston  
.....NG9 2AY

Please include your name, contact details, and a brief description of your complaint.

## **3. What happens next – Our Complaint Handling Procedure and Timeframes**

- We will acknowledge your complaint within 3 business days and an appropriate Director will be allocated to manage your complaint.
- We will investigate your complaint and aim to provide a response within 10 business days.
- If we need more time, we will inform you of the delay and the reason for it.

## **5. Escalation Process**

If you are not satisfied with our response, you can escalate your complaint directly to our CEO Jason Folkett

## **6. Confidentiality**

All complaints will be handled confidentially and in accordance with our privacy policy.

## **7. Review and Improvement**

We review our complaints policy regularly to ensure it remains effective and up-to-date.

