

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
- 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.