

## Complaints Policy – Real Life Education Limited

### VERSION CONTROL

Version	Date	Review Date	Change Summary	Author	Peer Review
1	April 2025	April 2026	Initial	K.Walne Business Executive Manager	A.Walne Managing Director

### 1. Purpose

Real Life Education Limited is committed to providing high-quality educational services and maintaining positive relationships with all learners, parents, staff, and stakeholders. We understand that from time to time, concerns may arise. This policy outlines how we manage complaints fairly, efficiently, and — wherever possible — resolve them at the earliest opportunity.

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### 2. Our Approach

Our priority is to listen, respond, and resolve issues constructively and informally wherever possible. We believe most concerns can be addressed through clear communication and a proactive approach before needing formal escalation.

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### 3. What is a Complaint?

A complaint is an expression of dissatisfaction about a service, experience, action, or lack of action by Real Life Education Limited or a member of our team. This may include, but is not limited to:

- Quality or support services
- Staff conduct
- Administrative processes
- Communication or decisions made

#### **4. How to Raise a Concern (Informal Stage)**

If you have a concern, we encourage you to speak directly to the person involved or the relevant staff member as soon as possible.

We aim to:

- Listen actively and respectfully
- Understand the concern fully
- Offer a resolution or explanation within 5 working days

If appropriate, we may follow up in writing to confirm what was discussed and agreed.

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#### **5. Formal Complaint (Stage 2)**

If the issue cannot be resolved informally or you remain dissatisfied, you may raise a formal complaint.

To do this, please submit your complaint in writing via:

- Email: [office@reallifeeducation.co.uk](mailto:office@reallifeeducation.co.uk)
- Post: Real Life Education Ltd, My Trusted Accountant Limited Unit 6, Balfour Court, Leyland, Lancashire, England, PR25 2TF

Please include:

- Your full name and contact details
- A clear summary of your complaint
- Any relevant dates or evidence
- The outcome you're seeking

We will:

- Acknowledge your complaint within 3 working days
- Assign a manager or senior member of staff to investigate
- Provide a written response within 10 working days (or explain if more time is needed)

## **6. Appeal (Stage 3)**

If you're still not satisfied with the outcome, you may request an internal appeal within 10 working days of receiving the formal response. The appeal will be reviewed by a senior leader not previously involved in the matter.

A final written response will be issued within 10 working days of receiving the appeal.

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## **7. External Review**

If the complaint remains unresolved after our internal process is complete, you may refer your complaint to a relevant external body (e.g. awarding organisation, regulatory authority).

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## **8. Monitoring**

All complaints are logged and reviewed regularly to help us identify trends and ensure consistency in how issues are handled.

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## **9. Confidentiality and Fairness**

All complaints are handled confidentially, with respect for all parties. No one will be treated unfairly for making a complaint or raising a concern.

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## **10. Review and Continuous Improvement**

Real Life Education Limited is committed to learning from complaints. We will:

- Review all complaints at least once per term at a management level
- Identify any recurring themes or service areas requiring improvement
- Use insights from complaints to inform staff training, policy development, and service delivery
- Update this policy annually, or sooner if significant changes are required