

Complaints Policy – Real Life Education Limited

1. Purpose

Real Life Education Limited is committed to providing high-quality services and maintaining positive, respectful relationships with young people, families, partners, staff, and stakeholders.

We recognise that, from time to time, concerns or complaints may arise. This policy sets out how complaints can be raised and how we will respond fairly, transparently, and promptly with the aim of resolving issues at the earliest possible stage.

2. Our Approach

Our priority is to:

- Listen carefully
- Respond constructively
- Resolve concerns informally wherever possible

We believe most issues can be addressed through open communication and early discussion, without the need for formal escalation.

3. What Is a Complaint?

A complaint is an expression of dissatisfaction about:

- A service provided by Real Life Education Limited
- An experience, decision, action, or lack of action
- The conduct or behaviour of a member of our team

This may include (but is not limited to):

- Quality or delivery of services
- Communication or responsiveness
- Administrative processes
- Professional conduct

4. Raising a Concern Informal Stage (Stage 1)

If you have a concern, we encourage you to raise it as soon as possible with:

- The relevant team member, or
- Another appropriate member of staff

We will aim to:

- Listen actively and respectfully
- Fully understand the concern
- Offer clarification, explanation, or resolution within 5 working days

Where appropriate, we may confirm outcomes in writing.

5. Formal Complaint – Stage 2

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

Please send your complaint to:

office@reallifeeducation.co.uk My Trusted Accountant, Unit 6a, Balfour St, Leyland PR25 2TD

Your complaint should include:

- Your full name and contact details
- A clear description of the complaint
- Relevant dates, information, or evidence
- The outcome you are seeking

We will:

- Acknowledge receipt within 3 working days
- Assign an appropriate manager or senior team member to review the matter
- Provide a written response within 10 working days (or explain if additional time is required)

6. Appeal – Stage 3

If you remain dissatisfied with the outcome of the formal complaint, you may request an internal appeal within 10 working days of receiving the response.

The appeal will be reviewed by a senior leader who has not previously been involved. A final written response will be issued within 10 working days of receiving the appeal request.

7. External Advice or Review

If a complaint remains unresolved after completing our internal process, individuals may seek independent advice or raise concerns with an appropriate external organisation, where relevant.

While Real Life Education Limited is not a school or statutory education provider, we remain committed to acting ethically, transparently, and responsibly in all matters.

8. Monitoring and Record Keeping

All complaints are recorded and reviewed to:

- Ensure consistency and fairness
- Identify themes or recurring issues
- Support continuous improvement

9. Confidentiality and Fairness

All complaints are handled confidentially and sensitively.

No individual will be treated unfairly or disadvantaged for raising a concern or making a complaint in good faith.

10. Review and Continuous Improvement

We are committed to learning from feedback and complaints. We will:

- Review complaints periodically at a management level
- Identify opportunities for improvement
- Use insights to inform staff training, service development, and policy review

This policy is reviewed annually, or sooner if required.

VERSION CONTROL

Version	Date	Review Date	Change Summary	Author	Authorised By
1	April 2025	April 2026	Initial	K.Walne Business Executive Manager	A.Walne Managing Director
2	January 2026	January 2027	Review/amended wording	K.Walne	A.Walne