**Complaints Policy**

## Purpose

* To resolve issues promptly, fairly, and transparently.

## Stages

* Stage 1: Informal resolution.
* Stage 2: Formal complaint.
* Stage 3: Senior review.
* Stage 4: External body if unresolved.

## Timeframes

* Acknowledge within 5 working days.
* Respond within 15 working days.

## Monitoring

* Complaints are logged and reviewed for improvement.

## Version Control

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| --- | --- | --- | --- | --- |
| Version | Date | Author | Change Description | Next Review |
| 1.0 | 25/07/2025 | Dr Peter Inkpen | Initial issue | 25/07/2026 |