
Theorise Complaints Policy and Procedure

1. Purpose

Theorise Ltd is committed to providing a high-quality service to students, support staff, educational institutions, funding bodies and all other stakeholders.

We recognise that concerns or complaints may occasionally arise and welcome feedback as an opportunity to improve our services, procedures and standards.

This policy explains how complaints can be raised, investigated and resolved fairly, consistently and promptly.

2. Scope

This policy applies to complaints received from:

- Students
- Support Staff
- Colleges and Universities
- Funding Bodies
- Clients
- Candidates
- Members of the Public
- Any other individual or organisation engaging with Theorise Ltd

This policy does not replace safeguarding procedures, disciplinary procedures, grievance procedures or legal processes where alternative procedures are more appropriate.

3. Definition of a Complaint

A complaint is an expression of dissatisfaction regarding:

- The quality of service provided by Theorise Ltd
- The actions of a member of staff or representative of Theorise Ltd
- A failure to provide an expected service
- Administrative or operational processes
- Communication or conduct
- Any other aspect of Theorise Ltd's service delivery

Complaints may be made verbally or in writing.

4. Accessibility

Theorise Ltd is committed to ensuring that the complaints process is accessible to everyone.

Complaints may be submitted by:

- Email
- Telephone
- Letter
- Alternative formats where required

Reasonable adjustments will be considered to ensure that individuals are able to access the complaints process fairly and effectively.

5. Informal Resolution

Where possible, concerns should initially be raised informally.

Many concerns can be resolved quickly through discussion and clarification without the need for a formal complaint.

Individuals wishing to raise a concern informally may contact:

Dany Brunton

Director

dany@theorise ltd.com

07725 986185

Where a concern cannot be resolved informally, a formal complaint may be submitted.

6. Formal Complaints

Formal complaints should be submitted in writing and include:

- Details of the complaint
- Relevant dates and times
- Individuals involved
- Any supporting evidence
- Details of the outcome sought

Complaints should normally be raised within twelve months of the event or events giving rise to the complaint.

Theorise Ltd reserves the right not to investigate complaints where:

- The complaint is over twelve months old
 - The matter is currently subject to legal proceedings
 - There is insufficient information available to investigate
 - The complaint falls outside the scope of this policy
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7. Investigation Process

All complaints will be investigated fairly, objectively and proportionately.

Complaints will normally be acknowledged within two working days of receipt.

Investigations may include:

- Reviewing relevant documentation

- Interviewing relevant individuals
- Examining correspondence and records
- Seeking additional information from the complainant

Theorise Ltd will aim to provide a final response within five working days.

Where additional investigation is required, the complainant will be informed accordingly and provided with an updated timescale.

In most circumstances complaints will be concluded within twenty working days of receipt.

8. Complaint Outcomes

Following investigation, complaints may be:

- Upheld
- Partially Upheld
- Not Upheld
- Resolved Informally

Where appropriate, outcomes may include:

- An explanation
- An apology
- Corrective action
- Service improvements
- Additional staff guidance or training
- Policy or procedural review

The complainant will receive written confirmation of the outcome.

9. Appeals

If the complainant remains dissatisfied following the outcome of an investigation, they may request a review of the decision.

Appeals should be submitted in writing within ten working days of receiving the complaint outcome.

Appeals should be directed to:

Angela Brunton

angela@theorise ltd.com

The appeal will be reviewed independently of the original investigation wherever reasonably possible.

Following review, a final response will be issued.

The outcome of the appeal stage will normally represent Theorise Ltd's final position regarding the complaint.

10. Confidentiality and Data Protection

Information relating to complaints will be processed confidentially and in accordance with:

- UK GDPR
- Data Protection Act 2018
- Theorise Ltd Data Protection Policy

Information will only be shared with individuals who require access for the purposes of investigating or responding to the complaint.

Complaint records will be stored securely and retained in accordance with Theorise Ltd's Data Retention Policy.

11. Safeguarding Concerns

Where a complaint raises concerns relating to:

- Risk of harm
- Abuse or neglect

- Vulnerable adults
- Children and young people
- Serious welfare concerns

The matter may be managed through Theorise Ltd's Safeguarding Procedures in addition to, or instead of, the complaints process.

Safeguarding concerns will always take precedence where immediate risk exists.

12. Vexatious or Malicious Complaints

Theorise Ltd reserves the right to discontinue an investigation where a complaint is considered to be deliberately false, malicious, abusive or vexatious.

This provision will not affect the right of any individual to raise genuine concerns in good faith.

13. Continuous Improvement

Theorise Ltd records and reviews complaints to identify:

- Trends and recurring themes
- Opportunities for service improvement
- Training requirements
- Policy and procedural improvements

Feedback received through the complaints process forms part of our commitment to continuous improvement and high standards of service delivery.

Complaint Form

Personal Details

First Name: _____

Surname: _____

Relationship with Theorise Ltd: _____

Daytime Contact Number: _____

Email Address: _____

Mobile Number: _____

Details of Complaint

Please provide a concise summary of your complaint, ensuring the following information is included where relevant:

1. What you are complaining about
2. The circumstances in which the complaint arose
3. Dates and times of relevant events
4. Individuals involved
5. Any action already taken to resolve the matter
6. The outcome you are seeking

(Please continue on a separate sheet if required.)

Supporting Evidence

Please attach any relevant supporting documentation including:

- Emails
 - Letters
 - Notes of meetings or conversations
 - Screenshots
 - Reports or findings
 - Any other relevant evidence
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Consent

I confirm that the information provided is accurate to the best of my knowledge and understand that it will be processed in accordance with UK GDPR, the Data Protection Act 2018 and Theorise Ltd's Data Protection Policy for the purposes of investigating and responding to this complaint.

Name: _____

Signature: _____

Date: _____