



Complaints Policy – Last reviewed July 2024

Purpose

Our Complaints Policy is designed to protect the interests of our stakeholders, clients, learners, and the wider public community who engage or seek to engage with our services. We are committed to delivering a high-quality service to all and recognize the importance of having clear procedures to address and learn from complaints to continually improve our service.

How to Make a Complaint

If you have a complaint, please inform a member of our staff, and we will strive to correct the issue immediately. If you feel this is insufficient or wish to make a formal, written complaint, please follow the process outlined below:

1. **Acknowledgement:** We will send you a letter acknowledging receipt of your complaint within five days of receiving it, along with a copy of this procedure.
2. **Investigation:** We will investigate your complaint, which may involve passing it to our management team (depending on the nature of the complaint). The management team will review your complaint and speak with the staff member involved.
3. **Meeting:** We will invite you to a meeting to discuss and hopefully resolve your complaint within 14 days of sending you the acknowledgement letter.
4. **Confirmation:** Within three days of the meeting, we will contact you to confirm what took place and any solutions agreed upon.
5. **Written Response:** If a meeting is not possible or you do not wish to have one, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. **Review:** If you are still not satisfied with our response, please contact us again, and we will review the decision.

We are dedicated to addressing your concerns promptly and thoroughly and to using feedback to enhance our services continuously.

**Be Well Learning, Bloom Building, Birkenhead Industrial Park, 3 Abbey Close,
Birkenhead, CH41 5FQ
07594 862 719 / support@bewelllearning.com.com / Company Registration No:
11723775**