

THE



ACCELER8

LEARNING

COMPLAINTS

PROCEDURE

For the sake of this policy, we define a child as anyone under the age of 18.

In the first instance when a complaint is received the protocol is to ask the complainant to put the complaint in writing. Acceler8 Learning Group (hereafter referred to as “the business”) will then approach the tutor involved and ask them for their version of events.

We will make every reasonable effort to fairly and quickly resolve any complaint made by a client.

Where an oral complaint is made the person receiving the complaint will:

- a. identify himself/herself, listen, record details and determine what the complainant wants;
- b. confirm the details received;
- c. explain the complaints resolution procedure, and advise of alternative courses of action;
- d. resolve the complaint immediately if possible or make a commitment to resolve the complaint within a given time frame; and
- e. follow up the complaint as appropriate e.g provide the complainant with feedback regarding the result of any action taken to resolve the complaint.

Where a written complaint is made, we will:

- a. provide the complainant with written feedback within ten (10) days of receiving the complaint regarding the result of action taken by the business to resolve the complaint; and
- b. if it is not possible to resolve the complaint within ten (10) days, provide written acknowledgement of receipt of the complaint within seven (7) days and specify the time frame within which the complainant will receive feedback regarding the result of action taken to resolve the complaint.

We will ensure that all tutors and staff are familiar with our complaints resolution policies.

Where a complaint cannot be resolved between the us and a customer, the we must advise the customer of their right to pursue further action.