



Complaints Policy and Procedure

Purpose

To provide a clear, fair, and transparent process for service users, staff, and volunteers to raise concerns or complaints about Everyday English Ltd, and to ensure complaints are addressed promptly and effectively.

Policy Statement

Everyday English Ltd welcomes feedback and is committed to using complaints to improve our services. We will treat all complaints seriously, investigate them fairly, and respond in a timely manner. Complainants will not be treated less favourably as a result of raising a concern.

Legal Framework

- Equality Act 2010
- Data Protection Act 2018 (UK GDPR)
- Human Rights Act 1998

Complaints Procedure

Stage 1 – Informal Resolution

- Wherever possible, raise the complaint directly with the staff member or volunteer concerned, or their immediate supervisor.
- We will aim to resolve the matter quickly and informally within 5 working days.
- If the complainant is not satisfied, they may move to Stage 2.

Stage 2 – Formal Complaint

- Submit the complaint in writing (letter or email) to the Complaints Officer (or another senior manager if the complaint involves the Complaints Officer).
- Acknowledge receipt of the complaint within 5 working days.
- Appoint an investigator (who has not been involved in the issue) to look into the matter.
- The investigation will involve reviewing records, interviewing relevant people, and gathering evidence.
- We aim to provide a written response with findings and any action to be taken within 20 working days.
- If more time is needed, we will inform the complainant of the reason and new timescale.

Stage 3 – Appeal

- If the complainant is dissatisfied with the Stage 2 outcome, they may appeal in writing to the Board Chair within 10 working days of receiving the decision.
- The Board Chair will appoint an appeal panel of at least two Board members who have had no prior involvement.

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Stage 3 – Appeal - cont.

- The panel will review the case and may meet with the complainant if necessary.
- The panel will provide a written appeal decision within 20 working days.
- The decision of the appeal panel is final.

Confidentiality

All complaints will be handled with confidentiality, and information will only be shared with those who need to know to resolve the matter.

Breach of Policy

Failure to follow the complaints process may result in governance review or disciplinary action.

Review

This policy will be reviewed annually by the Board of Directors.

Signed: 

Chair, Board of Directors

Date: 30th September 2025