

## **COMPLAINTS POLICY AND PROCEDURE**

### **Complaints Policy**

Academics is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

### **Complaints Procedure**

If you have a complaint, please contact our Head Office by phone on 0203 031 4860 in the first instance, where we will attempt if possible to resolve your complaint informally.

If however, you are not satisfied, please contact Jonathan Long, Managing Director. You can write to him at Academics, Solar House, Romford Road, Stratford, London, E15 4LJ. Please provide as much detail regarding the nature of your complaint as necessary.

Next steps:

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2-5 working days of us receiving your complaint.
2. We will record your complaint in our central register within 1 working day of having received it.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2-5 working days of your reply.
4. We will then fully investigate your complaint. This will normally involve the following steps:
  - We may ask the member of staff who originally dealt with you to provide additional information to us regarding your complaint within working 5 days of our request;
  - We will then examine the staff members' reply and the information you have provided us. If necessary we may ask you to speak to them. This could take up to 4 working days from receiving their reply.
5. Jonathan Long will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.

6. Within 2 days of the meeting Jonathan Long will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, Jonathan Long will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within working 5 days of completing his investigation.

7. At this stage, if you are still not satisfied, you can write to The **REC**: Mark it for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1<sup>st</sup> Floor, 27-45 Stamford Street, London SE1 9NT.

If we have to change any of the timescales above, we will let you know and explain why.

**NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.**