



<b>Company Name:</b>	Rising Hope Education (“the Company”)
<b>Policy Name:</b>	<b>Complaint’s Policy and Procedure</b>
<b>Date:</b>	02/05/2025

### **Complaints Policy**

Rising Hope Education is committed to providing a high-level service to our customers. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers. We welcome comments about the services we provide, and this information is used to monitor our performance and where necessary make improvements. If you have not been satisfied with our service we need you to tell us about it.

### **Complaints Procedure**

Any clear expression of dissatisfaction with our service which calls for a response is classed as a complaint. If you have a complaint, please contact Amy Blake, Operations and Compliance Officer via email or phone in the first instance so that we can try to resolve your complaint informally. At this stage, if you are not satisfied please contact [Complaints@risinghopeeducation.co.uk](mailto:Complaints@risinghopeeducation.co.uk).

### **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 5 days of us receiving your complaint.

2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
  - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
  - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. The investigator will then invite you to meet him/her to discuss and hopefully resolve your complaint. S/he will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting the investigator will write to you to confirm what took place and any solutions s/he has agreed with you.
  - If you do not want a meeting or it is not possible, the investigator will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. S/he will do this within 5 days of completing his/her investigation.
7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review the investigator's decision within 10 days.
8. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, 20 Queen Elizabeth Street, London, SE1 2LS, or you can contact the Fair Work Agency, which is the government authority responsible for the enforcement of certain agency worker rights, by calling 0345 161 6000.

If we have to change any of the time scales 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.**