

INTRODUCTION

This policy and procedure is established for the benefit of all existing or potential customers, including Participants, and is provided to deal with Complaints relating to services provided by Ready 2 Shine.

It is a principle of this policy that all enquiries, complaints and appeals are dealt with quickly, fairly and thoroughly. It is hoped that issues will normally be resolved amicably through informal dialogue between the parties concerned. However, where this is not possible, the following formal procedures will be applied.

Complaints

Complaints may relate to dissatisfaction concerning:

- Content or conduct of courses
- Failure to make appropriate reasonable adjustments for Learners

This list is not exhaustive

Where a complaint is not immediately resolved by informal discussion with the complainant, complaints will be dealt with under the formal procedures as set out below.

READY 2 SHINE COMPLAINTS PROCEDURE

Validity of Complaints

The application of the formal complaints procedure will only be taken with the knowledge or consent of the complainant. The initial contact may clearly indicate this to be appropriate, otherwise the complainant will be asked if they wish to raise the matter formally. It is expected that the complainant should provide their name, although such personal data will be kept confidential unless this would prevent a full investigation.

Initial Complaint

Complaints relating to the conduct of Ready 2 Shine should be first raised within 4 weeks of the issue arising in writing to hello@ready2shine.co.uk with read receipt requested and will be dealt with under the following procedure.

When a complaint is received, Ready 2 Shine will:

- Acknowledge receipt within 5 working days
- Request any further information that may be required
- Arrange for appropriate person to examine the complaint
- Aim to examine the complaint and respond within 20 working days of receipt of the complaint. (Where it is possible that the processes may take longer we will contact the parties concerned to inform them of the likely revised timescale)
- Inform the complainant of the outcome within 5 working days of the decision being made



Complaints Policy

October 4, 2017

If the complainant is not happy with the outcome of their initial complaint, they may request a review of the decision. Application for review must be in writing setting out the reasons for the request.

On receiving a review request, Ready 2 Shine will carry out a thorough examination of the complainant's reasons, seek further information or guidance that may be needed and, if felt appropriate, involve an independent person that is appropriately qualified.

Ready 2 Shine aim to complete the review and respond within 20 working days of receipt of the review application. If a longer period is needed the complainant will be informed.

Ready 2 Shine will convey the results of the review in writing.

MISCELLANEOUS

Ready 2 Shine will retain all paperwork relating to complaints and appeals for three years.

Ready 2 Shine reserve the right, in exceptional circumstances such as where a complaint or appeal is regarded as frivolous or vexatious, to charge complainants or appellants a fee to cover the administrative and personal costs where such actions are dismissed accordingly.