

## **Learn With SAT – Complaints Procedure**

Authors	Alice Whitehead
Review Frequency	Annually
Date of last approval by senior management	11/5/2023
Date of next review	11/5/2024
Purpose	The aim of this complaints procedure is to inform all parties at Learn With SAT how to conduct a formal complaint.
Links to other documents	<a href="#">Code of Conduct</a> <a href="#">Anti-Bullying Policy</a> <a href="#">Bullying Incident Report Form</a> <a href="#">Equality and Diversity Policy</a>

### **Introduction**

Last Reviewed - 24/05/2023

Learn With SAT aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with Learn With SAT. If you are not happy with Learn With SAT, or any of their tutors, please tell us personally. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response as soon as we can.

### **Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director/Chief Executive (Sammie Allen). All written complaints will be logged. The aim is to investigate your complaint properly and give you a reply, setting out how the problem will be dealt with.

If you wish to write to us by email, you should contact [admin@learnwithsat.co.uk](mailto:admin@learnwithsat.co.uk), with the subject "Complaint", your name, and the date of the complaint.

### **Arranging a Meeting**

If you do not wish to write a written complaint, we will be able to arrange a meeting with Sammie Allen to discuss your concerns. Please note, the meeting will be recorded for training and documentation purposes.

If you have any further concerns, please find extra help/guidance below:

- The Whistleblowing Helpline on 08000 724725 or email to [enquiries@wbhelpline.org.uk](mailto:enquiries@wbhelpline.org.uk)
- Public Concern at Work on 020 7404 6609, <http://www.pcaw.org.uk/individual-advice/information-and-advice-services>
- The NSPCC Whistleblowing Advice Line on 0800 028 0285 [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

Signed: Sammie Allen

A handwritten signature in cursive script that reads 'S Allen'.