

Learn With SAT – Complaints Policy

Introduction

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, 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
- 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

Signed: Sammie Allen

