



## **Complaints Policy**

### **Summary**

At Camden Learning, we work hard to provide a high-quality service. However, occasionally a matter of concern or a complaint about the service or experience you have received will occur.

We will deal with a complaint in an open and accountable manner.

### **Key points**

We value and encourage feedback from our customers to ensure that we constantly improve our service. To facilitate this, we are committed to:

- dealing with any complaints in a professional manner and within set timeframes
- communicating outcomes clearly and providing information on any actions we have taken; and
- learn from complaints and use them to improve our service.

If you encounter a problem, we want to provide you with a fair, consistent and structured process to remedy any perceived failures on our part. If you are staff member of a school, the schools' head teacher should support your complaint.

### **Scope**

A service complaint is deemed as being a clear expression of dissatisfaction with any aspect of the service or activities provided by Camden Learning. We have a straightforward and prompt process in place to resolve any complaints quickly, normally within ten working days from receipt of your complaint, unless extended by mutual agreement.

Normally we will only consider complaints within 8 weeks of the date of the alleged poor service experience or the performance of one of our personnel. Only in exceptional circumstances, we will consider a complaint after 8 weeks, but we will expect you to provide a clear explanation of why the complaint has been alerted to us late.

This policy does not cover action by schools or the London Borough of Camden.

All personal information or records relating to complaints will be treated in the strictest confidence and in accordance with the requirements of the Data Protection Act 2018. Information will only be disclosed to those who need to know, so they can investigate the complaint.

A copy of this policy will be made available on our website and where applicable referenced elsewhere.

The Chief Executive Officer will periodically report to the Company's Board of Directors on the numbers and nature of complaints received. This will cover how the complaint(s) were resolved and any learning points identified.

## **Complaints Process**

Your complaint should be sent for the attention of the Head of Business Development and Communications to [customersupport@camdenlearning.org.uk](mailto:customersupport@camdenlearning.org.uk) with a concise description of the matter being complained about, who else was involved; whom was this reported to and what you think should happen to resolve your concern or complaint.

You can expect to receive an acknowledgement of your complaint within one working day. You can also expect to be kept advised of progress, who will consider the matter and where necessary the results of their investigation.

The complaint will be investigated and as part of this process, you may be contacted to discuss the issue in person or by phone. As part of the investigation, we may contact anyone else who has relevant information.

Upon closure of the complaint, our findings and any subsequent actions will be sent to you.

We will use the outcome of the complaint(s) and any remedial action as a positive method of monitoring our performance and improving service delivery.

In assessing the seriousness and the appropriate response, if standards have been deemed not to be maintained to the expected level, we will consider the activity, context and service severity.

## **Appeals**

If you are not satisfied with the outcome of your complaint, you have the option to appeal to the Chief Executive Officer. The Chief Executive Officer will review the response provided and may conduct further enquiries to provide a final written response within 21 working days of receipt of the appeal.

## **Contact details**

Camden Learning Limited

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[camdenlearning.org.uk](http://camdenlearning.org.uk)

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