



Progression 2Work Ltd Complaints Procedure Policy
Revised March 2024

Progression 2Work Limited Complaints Handling Policy

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Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us initially with the details by telephone, where we will endeavour to resolve the complaint there and then, if we are unable to do this or you are dissatisfied with the outcome you may then submit a formal complaint in. We will give an initial response within 24 hours to consider your complaint. We aim to resolve the complaint within 5 working days.

What will happen next?

1. We will send you an acknowledgement of your complaint within 24 hours of receiving it.
2. A Director of Progression 2Work will then fully investigate your complaint. This will normally involve passing your complaint to our board of Directors, who will review your matter file and speak to the member of staff who acted for you.
3. A Director of Progression 2Work will then contact you to discuss the findings and hopefully resolve the issue of the complaint. This will be within 5 working days.

4. If both parties are in agreement with any resolution within (paragraph 3) a Director will write to you confirming the agreed resolution within 3 working days.

5. At this stage, if we have still not reached a satisfactory conclusion you along with 1 other representative will be invited to a hearing with a panel appointed by Progression 2Work consisting of at least 3 people who are not directly involved in the complaint, one of whom will be independent of the management or running of the school. This meeting will be convened at a mutually acceptable date and time, but within 7 days.

6. A written record of the panel's findings will be made available to all relevant parties and a copy will be kept in the school's complaints file.

7. A written record will be kept of all complaints that are made whether they are resolved following a formal procedure, or proceed to a panel hearing; and action taken by the school as a result of those complaints (regardless of whether they are upheld); and provides that correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

- 8. Correspondence**

Any correspondence should always be posted in sealed envelopes marked 'Confidential', with the recipient's name written clearly on it. If there is any data protection breach, disciplinary action will be applied.