



Complaints Procedure Policy

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Complaint Procedure Policy

“Welcome to Tecnis Academy’s Complaints Procedure Policy! At Tecnis Academy we strive to provide you with the best possible service. However, if at any point you become unhappy or concerned about our services, you should inform us immediately so we can do our best to resolve the problem. This policy sets out the procedure to raise a concern and how we will deal with your concern.”

1 ABOUT THIS POLICY

At Tecnis Academy, we value feedback from our service users and although we hope that our service users won’t have cause for complaint, we do understand that at times you may wish to discuss concerns that you may have about our services. This policy sets out how you can contact us to raise a concern and how we will deal with any concern raised by you.

You can also use this procedure to raise a concern about services where you do not necessarily require action or redress from us but rather just wish to bring an issue to our attention.

References to **“Working Days”** in this policy refers to Monday to Friday. However, it excludes national holidays in the United Kingdom so timescales may be longer where a resolution process falls on a weekend or national holiday in the United Kingdom.

We keep this policy under regular review. This version was last updated on 23 August 2023. The policy that applies to your complaint is the one in force on the date you first raised your concern with us. Historic versions can be obtained by contacting us.

2 ABOUT US

Your tuition is supplied by Tecnis Academy. Tecnis Academy is the trading name of Tecnis Academy Limited. We are a company registered in England and Wales under company registration number 10607672. Our registered office is at 55 Ingledew Road, London, England, SE18 1AP. However, general correspondence should be directed to our Sittingbourne office: Tecnis Academy, Grid House, Crown Quay Lane, Sittingbourne, ME10 3HZ or alternately you may email us at: admissions@tecnisacademy.com.

3 HOW TO RAISE A CONCERN

We offer a tiered complaints procedure at Tecnis Academy. This means that you may escalate your concern to the next authority if you are dissatisfied with the outcome offered. Please note however that you cannot initiate Stage 2 and Stage 3 of the process unless you have exhausted the preceding stage(s).

3.1 Abusive conduct

Please treat our staff with respect and courtesy. We do not tolerate abusive conduct towards our staff. Although we appreciate the circumstances surrounding your concern may be distressing, please be reminded to treat our people with the same level of respect you expect from us. We reserve the right to discontinue communication should your conduct become abusive towards staff.

3.2 Anonymous Complaints

You may file an anonymous complaint if you wish. However, we cannot properly investigate your concern or report back on the outcome if we have insufficient information to identify you, so you are encouraged to make a routine complaint.

4 STAGE 1: INFORMAL RESOLUTION

If you are concerned about our services or any other aspect of our operations at Tecnis Academy, you should in the first instance discuss your concern with our Front Desk team. Our Front Desk team are professional and fully trained to address your concerns. Please give our Front Desk team your full cooperation.

4.1 Resolution information & procedure

Responsible person	Front Desk personnel
Complaint method	Telephone or email
Resolution timescales	1-5 Working Days
Resolution outcome	Telephone or email
Contact information	Telephone: +44 1795 358 030 basic call rates apply in the UK WhatsApp: +447792834542 Email: admissions@tecnisacademy.com

Please note that while the Front Desk will endeavour to resolve your concern within the timescales indicated above, this might not be possible due to the nature or complexity of your concern or where they cannot contact you for further information for example. In these circumstances, they will keep you informed of the timescales they are working to.

In the unlikely event that the Front Desk team are unable to resolve your concern, or you are dissatisfied with the outcome, you may escalate your concern to **Stage 2 Formal Resolution** as set out below. To initiate Stage 2 Formal Resolution, you must write to us about your concern as set out below. Please see below for more information about our Stage 2 Formal Resolution process.

5 **STAGE 2: FORMAL RESOLUTION**

You start the Formal Resolution process by writing to Tecnis Academy about your concern via email or post using the contact details below. Unfortunately, we cannot accept verbal communication in this resolution stage unless you have a disability that affects your written communication skills.

5.1 Resolution information

Responsible person	Complaints Manager
Complaint method	Email or post
Resolution timescales	As set out in section 5.2 below
Resolution outcome	Email or post as requested by the complainant
Contact information	Email: complaint@tecnisacademy.com Post: Tecnis Academy, Grid House, Crown Quay Lane, Sittingbourne, ME10 3HZ.

The timescales set out below commence once we receive your written concern. You can use our standard Complaints Form if it's easier for you. A copy of this is annexed to the end of this policy, alternatively you can request a copy from our Front Desk team. It is not compulsory to use our Complaints Form, however, you must ensure that your communication includes the information set out in Section 7.

The more information you supply, the easier and faster it is for the Complaints Manager to investigate your concern. If the information you supply is insufficient, the Complaints Manager will request additional information from you which may extend our investigation timescales. The Complaints Manager may occasionally request additional time to investigate your complaint. He/she will let you know if they need additional time.

We are committed to responding to your complaints and concerns as quickly and sensitively as possible. The timescales stated below are maximum periods so we may respond to your concern sooner.

5.2 Resolution procedure

	Action	Timescale
1.	Complaints Manager to acknowledge receipt of your written concern	Within 1 Working Day from your written concern
2.	Complaints Manager to complete internal investigations regarding your written concern. During this period, we may contact you for further information if necessary	Within 15 Working Days from your written concern
3.	Complaints Manager to provide a written response to your written concern (including our proposed resolution if you requested one)	Within 1 Working Day from Step 2
4.	You contact us if you disagree with the outcome of the referral and wish to escalate the matter (including an explanation as to why you reject the outcome)	Within 5 Working Days from Step 3
5.	Complaints Manager refers your concern to Stage 3 Executive Resolution	Within 3 Working Days from Step 4

Please note that while the Complaints Manager will endeavour to resolve your concern within the timescales indicated above, this might not be possible due to the nature or complexity of your concern or where we are unable to contact you for further information for example. In these circumstances, the Complaints Manager will keep you informed of the timescales he/she is working to.

6 STAGE 3: EXECUTIVE RESOLUTION

Our Complaints Manager will escalate your concern to a member of the Senior Leadership Team (SLP) if you indicate you disagree with the outcome of our Stage 2 Formal Resolution process. You cannot refer a concern directly to the SLP, this stage can only be initiated by our Complaints Manager.

Please note that we cannot escalate your concern to Stage 3 Executive Resolution unless and until you provide us with substantive reasons as to why the outcome is rejected by you. It is not sufficient to state your displeasure, you must explain the basis for your rejection.

6.1 Resolution information

Responsible person	A member of the Senior Leadership Team
Complaint method	Internal referral from Complaints Manager
Resolution timescales	As set out in section 6.2 below
Resolution outcome	Email or post as requested by the complainant

A member of the SLT will review your response to the Stage 2 process to determine whether your rejection of the outcome is reasonable. So, it is important that you accurately and fully capture the basis for your rejection in your response as the SLT member will only consider the reasons supplied in your response.

6.2 Resolution procedure

	Action	Timescale
1.	SLT member to acknowledge receipt of your written appeal from the Complaints Manager	Within 5 Working Days from your written appeal
2.	SLT member to investigate your written appeal. During this period, the SLT member may contact you for further information if necessary	Within 15 Working Days from your written appeal
3.	SLT member provides a written response to your written appeal (including our proposed resolution if you requested one)	Within 1 Working Day from Step 2

Please note that while the SLT member will endeavour to resolve your concern within the timescales indicated above this might not be possible due to the nature or complexity of your

concern or where the SLT member is unable to contact you for further information for example. In these circumstances, the SLT member will keep you informed of the timescales he/she is working to.

6.3 Final decision

The decision of the SLT member is final in this complaint's procedure. If you are unhappy with the decision of the SLT member, you may have to consider external redress.

7 WHAT INFORMATION TO PROVIDE IN RELATION TO A CONCERN

Please provide as much information as possible when raising a concern and in particular:

- (a) Your name, address, telephone number and email address together with details of the method you would prefer to be contacted by in discussing your concern unless you are filing an anonymous complaint.
- (b) Details of the service or incident you are complaining about with details of your subscription, date, time, location, and parties involved.
- (c) If your concern relates to a particular member of our staff, please provide the name or other information to help us identify them.
- (d) Any documentation that relates to your concern such as invoices, receipts, and contracts.
- (e) Whether you require a resolution to your concern or you are merely bringing a fact to our attention. If you require a resolution, please provide us with details of how you would like to see the concern resolved.
- (f) Any other information or documentation that may support your concern.

8 CONFIDENTIALITY AND DATA PROTECTION

We will use reasonable endeavours to ensure that all concerns are dealt with confidentially and that the information you provide will only be shared with individuals that we need to discuss your complaint with during the process outlined above.

If we would like to share details of your complaint for any other reason (such as staff training) we will ensure the details shared do not identify you.

Any personal data that we collect when handling your complaint will be held in accordance with our privacy policy available to view from our website: www.tecnisacademy.com.

ANNEX: COMPLAINT FORM

TECNIS ACADEMY COMPLAINT FORM

Your Name		Name of pupil	
Address		Subscription/program complaint relates to	
Email Address		Preferred Method of contact: Email or Telephone	
Telephone Number		Date of complaint	

Please provide us with details of your complaint

Please provide us with details of your expected outcome

If you have already expressed your concerns informally, please tell us who you spoke to and the action adopted