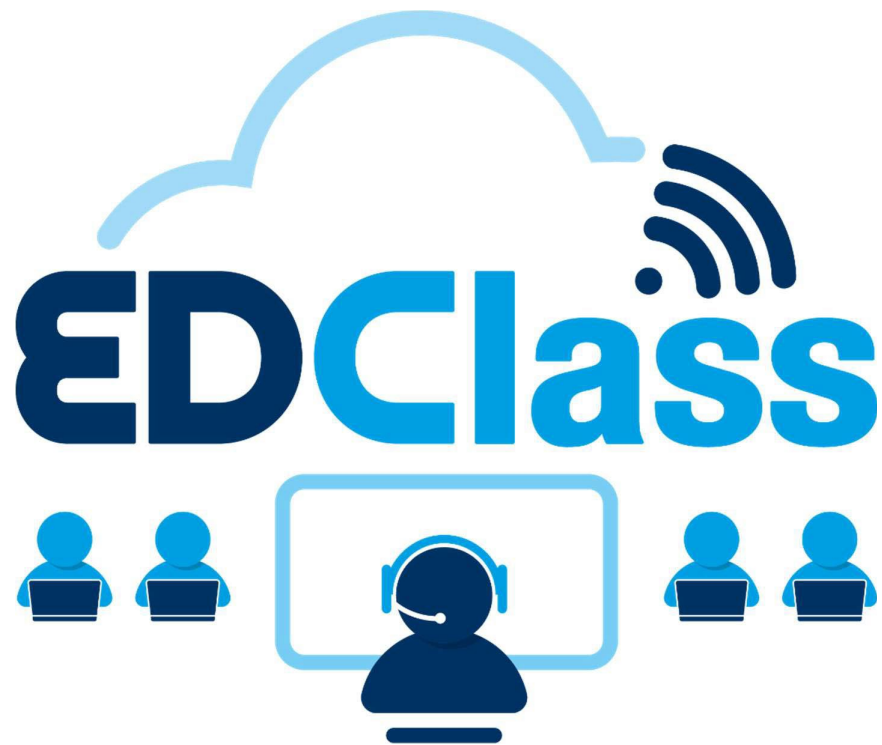


	<b>EDClass Complaints Policy</b>	
Issue number		
Approved by Sam Warnes	Date: 07/08/2024	

# EDClass Complaints Policy



[www.edclass.com](http://www.edclass.com)

## Complaints policy procedure for EDClass

## **Complaints Policy - Schools, MATs, Local Authorities, Parents/Guardians.**

### **1.1 EDClass complaints Policy for Schools, MATs, Local Authorities, parents/guardians.**

EDClass Limited will take feedback by phone, email or in writing. It is important to let EDClass Limited know that you are unhappy with the level of service you have received and give EDClass Limited the chance to put things right. Be assured that your feedback will be taken seriously and we aim to put each concern right. Don't be afraid to speak to any member of the senior management team – they will aim to sort out the problem straight away.

EDClass Limited defines a complaint as an expression of dissatisfaction with the products or services provided by us.

### **1.2 Making an informal complaint**

EDClass Limited wants to ensure every customer is 100% satisfied with the products that we sell and the services that we offer. We understand and accept that sometimes things do go wrong. EDClass appreciates feedback, either positive or areas that we can improve on. EDClass Limited will take feedback by phone, email or in writing.

It is important to let EDClass Limited know that you are unhappy with the level of service you have received and give EDClass Limited the chance to put things right. Be assured that your feedback will be taken seriously and we aim to put each concern right.

Don't be afraid to speak to any member of the management team – they will aim to sort out the problem informally within 5 working days. If you are still not completely satisfied please follow the formal complaint process below.

### **1.3 Making a formal complaint**

If you are unhappy with the outcome of an informal complaint that you have raised there are several ways to make a formal complaint. You can place your complaint in a letter and send it to EDClass Limited, Aston House, Campbell Way, Dinnington, Sheffield, S25 3QD. Complaints should be addressed to The Senior Management Team.

You can also notify us by email at [complaints@edclass.com](mailto:complaints@edclass.com) or phone on 01909 568 338, that you would like your complaint formally investigating. We will assess who is the best person to handle your complaint and inform you of who that person is within 5 working days of the complaint being received.

Your complaint will be investigated within 10 working days of it being allocated to a specific manager under the direction of the senior management team. If your complaint is upheld, you will get a full apology and, where appropriate, be given details of any action that EDClass Limited is taking to put things right.

### **1.4 Appeals / Hearing Panels**

If you are not completely satisfied with the outcome of your formal complaint, you can request for a panel hearing with our complaints hearing panel. In order to request a panel hearing, please write to us at the above

address (signed for post) or above email address within 5 working days of the decision of the formal complaint, notifying us that you are not completely satisfied with how your complaint has been dealt with and you wish to have your complaint heard by our complaints hearing panel. We will acknowledge your correspondence within 3 working days of receiving it by way of return. Our letter to you will outline the time, date and location of where the hearing panel will take place and it will invite any appropriate parties (parents/guardians plus accompanying support) to attend. If the date, time and location is not convenient to all parties, EDClass Limited will allow any changes or adjustments needs to be made within 24 hours if the correspondence being received. EDClass Limited also needs to be made aware within 24 hours of the correspondence arriving if anyone attending the panel hearing requires any reasonable adjustments or has any specific needs that need to be accounted for.

If the complainant does not attend the panel hearing, the panel hearing will still go ahead and follow the complaints policy.

The panel hearing will be heard by a panel that is made up of Cara Batsford (General Manager and Senior DSL), Alexis Williams (Compliance Manager) and Stephanie Thomas (Independent) which have been appointed by EDClass Limited within 10 working days of receiving notification that a hearing by our panel has been requested.

It is the responsibility of the hearing panel to hear the complaint, review the evidence that has been collated, speak to all parties involved and create findings and recommendations to ensure EDClass Limited becomes more professional, robust and safe and policies, procedures and training are implemented so lessons are continually being learned.

The hearing panel will also ensure that the findings and recommendations are shared with the complainant, the person who the complaint was raised about, the senior management team and any regulatory bodies.

### 1.5 Written Report

A written record of the full procedure and outcome of the hearing will be kept on file regardless of if the complaint was upheld or if it is a formal complaint or a panel hearing that has resolved the complaint.

The written record will also include any actions taken by EDClass Limited. The document will be kept securely, confidentially and in accordance with the EDClass Limited's GDPR policy. The document will be made available for quality assurance assessments by statutory bodies.

### 1.6 EDClass Limited Contact Details

Registered Address: EDClass Limited, Aston House, Dinnington, Sheffield, South Yorkshire, S25 3QD

Website: [www.edclass.com](http://www.edclass.com)

Telephone: 01909 568 338

Complaint email: [complaints@edclass.com](mailto:complaints@edclass.com)

### 1.7 Our Complaint History:

We have had 6 complaints over the past 2 academic years with 3 in the academic year 2022 - 2023 and 3 in the current academic year of 2023 - 2024.

Academic Year

Complaint Type

Resolved/Unresolved

2022 - 2023

Product

Resolved

2022 - 2023

Service

Resolved

2022 - 2023

Service

Resolved

2023 - 2024

Product

Resolved

2023 - 2024

Product

Resolved

2023 - 2024

Service

Resolved

The documentation regarding these complaints is not accessible to the general public, but is available for inspection by Ofsted during quality assurance visits and may be requested (free of charge) by the Secretary of State and by commissioning schools, parents of pupils and prospective pupils upon request to [complaints@edclass.com](mailto:complaints@edclass.com)