

Complaints Procedure for Business Partners

Our complaints policy

We are committed to providing high-quality in the provision of education and training and high standards in carrying this out. 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 in writing with the details to Dayo Ogunjobi at the above address.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to a manager who will review your complaint and speak to the relevant staff concerned.
3. The Manager will then contact you to discuss and hopefully resolve your complaint. This can either be over the phone or in a meeting. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the contact, the Manager will write to you to confirm what took place and state any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, the Manager will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Director, Dayo Ogunjobi, to review the complaint.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, we will provide you with the relevant organisation to refer your complaint to.

If we have to change any of the timescales above, we will let you know and explain why.

Complaints Procedure for Staff

Our Complaints Policy

AKR Growth Limited is committed to providing high-quality in the provision of education and training and high standards in carrying this out. We believe any discrimination, sexual harassment or victimisation problems are best resolved internally with this



complaints procedure. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and company.

Copies of the full complaints policy can be obtained from the Office (details above or phone _____).

Firstly, try to resolve the problem yourself by talking to the person or people involved. This may resolve the matter for you quickly.

If you are still not happy with the situation, then either write or speak to your Team Leader or another Manager.

Confidentiality

- Information about a complaint will only be given to people directly involved.
- Everyone involved will be advised of the need for confidentiality
- Information will be kept securely and only on an employee's file if they are disciplined.

What will happen next?

1. The Manager/ Team Leader will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. The Manager/ Team Leader will then investigate your complaint and speak to the relevant staff concerned.
3. The Manager/ Team Leader will then contact you to discuss and hopefully resolve your complaint. This can either be over the phone or in a meeting. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting or phone call, the Manager/ Team Leader will write to you to confirm what took place and state any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, the Manager/ Team Leader will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Director, Dayo Ogunjobi, to review the complaint.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why.

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