



Adams Educational Services Limited

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Feedback & Complaints Policy & Procedure

Adams Educational Services aims to provide the highest standards of service with consideration, courtesy, and professionalism. The purpose of this document is to set out the policy and procedure for clients, customers, suppliers and partners who may wish to comment, complain or complement Adams Educational Services Limited about the products and services we provide. The Adams Educational Services Complaints procedure is designed to deal equitably and transparently with any complaints made against Adams Educational Services or its members.

Policy

Adams Educational Services Limited welcomes and encourages feedback about our products and services and the people who provide them. We view this as a positive method for continually reviewing and improving the way we do business.

We will endeavour to provide clients, customers, suppliers and partners with a clear understanding of the products and services offered and a simple procedure for making positive suggestions about improving them.

We aim to achieve the highest levels of customer satisfaction. However, it is inevitable that our levels of service and quality of products may not always meet our clients' expectations. Under such circumstances they must have the confidence and means to share their concerns with us, and the knowledge we will investigate shortcomings quickly, fairly and objectively.

If you have a complaint, we aim to ensure that:

- *We treat your complaint seriously, be courteous, sympathetic and respectful at all times.*
- *We deal with your complaint promptly and in confidence; respond within 48 hours of receipt*
- *We explain what happened and, where required and possible, put it right*
- *Provide feedback on progress where it is appropriate to do so*
- *We learn from complaints and use them to review and improve our service*
- *Ensure all Adams Educational Services Limited personnel are familiar and compliant with this policy and procedure*
- *Review this policy regularly, and report against its performance quarterly*

Procedure

The procedure is to be followed in the event of a comment or complaint about a member of staff or anyone representing Adams Educational Services Limited, including freelance service providers.

First Stage: Informal complaint or comment

In the first instance, we would recommend you address your concerns to the individual providing the service. It is our experience that most issues can be quickly and amicably resolved by engaging in dialogue at the earliest opportunity. If this fails to resolve the issue, the complainant should invoke the second stage of this procedure and raise a formal complaint.

Second Stage: Formal complaint or comment

Where the client wishes to make a formal complaint, the following procedure must be followed:

1. The complainant must complete a Client Feedback Form available by email or post from any member of Adams Educational Services Limited and returned to Assistant Director either by email

The form should be requested, completed and returned as soon as the matter arises to avoid any undue delay which may adversely affect an investigation and subsequent outcome. The complainant will receive an acknowledgement of receipt of the form by Adams Educational Services Limited within two working days.

The Assistant Director will then investigate the complaint and the whole process will normally be completed within five working days of receipt.

The Assistant Director will conduct a diligent and thorough investigation and keep all parties appropriately informed throughout the process.

The outcome of the investigation will be communicated to the complainant within ten working days of the complaint being received by Adams Educational Services Limited.

Appeals

If the complainant wishes to appeal against the outcome of the investigation he or she must submit the grounds for their appeal in writing to Mostapha Alfaour, Director, within five working days of receiving the letter confirming the outcome. Following a review by the Director of the grounds of the appeal, the outcome will be communicated to the complainant within ten working days of receiving the appeal letter.

For complaints made against a member of staff not regulated or registered by a professional organisation the appeal decision will be final.

If the complainant wishes to appeal against a final decision about a member of staff regulated by, or registered with, a professional organisation they may raise the matter later through the appropriate professional or registration bodies' Code of Conduct and/or Complaints Procedure. The ultimate point of appeal is that our students can raise their concerns through their needs assessors, DSA QAG and / or Student Finance England (SFE) directly. Customers may also wish to request that Adams Educational Services Limited appoint an independent arbitrator to investigate and adjudicate on the matter.

. Complainants may also submit their comments by video letter.