

EmpowerEd Complaints Policy

At EmpowerEd, we are committed to providing high-quality services that meet the needs of our community. While we strive for excellence, we recognise that there may be occasions when we fall short. We encourage you to let us know if you are not satisfied with our services, as your feedback is essential for our continuous improvement.

How to Raise a Concern

If you have a concern regarding any aspect of EmpowerEd's services, please follow these steps:

1. **Speak to a Staff Member:** If your concern relates to a specific service or staff member, we encourage you to address it directly with the individual involved. Open communication often resolves issues swiftly.
2. **Escalate if Necessary:** If you feel uncomfortable speaking directly to the staff member, or if the matter remains unresolved, please contact their manager or a Senior Manager for further assistance.
3. **Initial Response:** We aim to address concerns as quickly as possible. For straightforward issues, we will strive to provide a response immediately. For more complex matters, you can expect an initial response within five working days.
4. **Contact Us via Email:** If you prefer, you can send your complaint via email to info@empowered-education.co.uk.

Making a Written Complaint

If you remain dissatisfied with our response or wish to raise the issue more formally, you may submit a written complaint as follows:

1. **Address Your Complaint:** Write to the relevant senior manager. You can request their contact details from any staff member or by emailing info@empowered-education.co.uk, sutton@empowered-education.co.uk, epsom@empowered-education.co.uk or caterham@empowered-education.co.uk
2. **Logging and Acknowledgement:** All written complaints will be logged for tracking and accountability. You will receive a written acknowledgement of your complaint within three working days.
3. **Investigation and Response:** Our aim is to conduct a thorough investigation of your complaint and provide a detailed response within ten working days. This response will outline how we plan to address the issue. If we are unable to meet this timeframe, we will



provide an interim update detailing the steps taken so far and any further actions being considered.

Escalating Your Complaint

If you are still not satisfied after receiving our response, you have the option to escalate your complaint:

1. **Contact the Senior Leadership Team:** Please write to the Senior Managers at EmpowerEd. Your complaint will be discussed at the next board meeting, where the board will consider any further steps needed to resolve the situation.

Feedback is Important

We value your feedback, both positive and negative. If you are happy with our services, please let us know! Positive feedback is incredibly important to us as it helps reinforce what we are doing well and motivates our team to continue delivering quality services.