



## Complaints Policy

**Version:** 1.0

**Review Date:** June 2027

**Directors:** Alex Alton & Heather Beevers

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### 1. Policy Statement

Enlightenment Education Ltd is committed to providing a high-quality, professional service to all candidates and clients.

We take all complaints seriously and aim to resolve them promptly, fairly, and transparently.

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### 2. Scope

This policy applies to complaints made by:

- Client schools and education settings
  - Candidates and supply staff
  - Third-party stakeholders
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### 3. How to Make a Complaint

Complaints may be made via:

- Email or written communication
- Telephone contact with a director or senior staff member

Complaints should include:

- Details of the issue
  - Relevant dates and individuals involved
  - Any supporting information
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### 4. Complaint Handling Process

We follow a structured process:

1. Acknowledge complaint promptly
2. Investigate the issue fairly and objectively
3. Gather relevant information from all parties

4. Provide a written response
  5. Take corrective action where required
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## **5. Timescales**

We aim to:

- Acknowledge complaints within 2 working days
  - Provide a full response within 10 working days where possible
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## **6. Escalation**

If a complainant is dissatisfied with the outcome, the issue may be escalated to a company director for further review.

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## **7. Record Keeping**

All complaints are recorded securely and reviewed as part of ongoing service improvement.

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## **8. Policy Review**

This policy is reviewed annually.

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**Signed on behalf of Enlightenment Education Ltd**

**Alex Alton** – Director

**Heather Beevers** – Director