Technokids Ltd Complaints Policy

Point of contact: Bruce Harrison (Head Teacher/Company Director) phone/email/website

1. Listen and identify the complaint.
2. Acknowledge the complaint within 2 working days.
3. Communicate the next steps to be taken and the timescale expected.
4. Investigate
5. Respond – share the findings and the conclusion with the client. Include as much detail as necessary for the client to understand how and why the conclusion was reached.
6. If poor service has been provided acknowledge what went wrong and offer a suitable remedy, along with a full explanation of what happened. The remedy will be proportionate to the level of poor service.
7. If reasonable service has been provided then give a full and clear explanation about how that decision was reached and show evidence where possible.