



Complaints Policy

REVIEWED: September 2020

NEXT REVIEW DATE: September 2021

REVIEWED BY: Katy Rees

1. Introduction

Smile Leadership Ltd Smile Leadership works under the umbrella of Smile Education who operates in accordance with and adherence to the APSCO Code of Practice. We are committed to providing a high-quality service to our customers and clients.

We ensure that:

- Making a complaint is as easy as possible;
- We treat complaints as a clear expression of dissatisfaction with our services, calling for immediate action to be taken;
- We deal with a complaint promptly, politely and where necessary, confidentially;
- We respond in the appropriate way;
- We learn from complaints and ensure that any errors are not made again.

2. Informal complaints

An informal approach to handling complaints is appropriate in some cases. We would ask that you please speak to your consultant to raise any issues or areas of concern, or if you feel it is more appropriate, please ask for their Team Leader's contact details.

Informal complaints may be raised via telephone, email or in writing.

If concerns are raised that cannot be satisfactorily resolved informally, or are of a severe nature, we ask individuals to follow the formal complaints procedure.

3. How to log an external complaint

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All employees are responsible for dealing with complaints; however please ensure you inform your line manager/team leader and the Directors if appropriate.

Stage 1: In the first instance, we ask for complaints to be resolved informally. Should this not be possible, complaints must be made formally in writing, by either an email or letter to the Directors. Complaints should be received within 4 weeks of the issue arising and contain the following information:

- Explain the issue and clearly and fully as possible, including any action taken so far;
- Names of the employees, clients or customers involved; and
- The resolution sought.

The Company endeavours to acknowledge receipt of a complaint within 5 working days; this will be communicated by either letter or email, depending on how the complaint was received.

Smile Leadership asks those complaining to recognise that some circumstances and situations may be out of the Company's control.

Stage 2: The Company will then respond in writing to the complaint within 15 working days after the acknowledgement date, stating:

- What action is to be taken;
- When this is to be completed; and
- Who will be overseeing the resolution and become the point of contact.

Appeal: We hope that a complaint is resolved at this stage, however, if this is not the case and you wish to appeal, please escalate in writing to Katy Rees, Managing Director.

Extending time limits: Smile Leadership aims to complete all complaints within the timescales above, however, if the case is very complex, it may occasionally be necessary to extend these limits. In the event of a time-limit extension, we will keep the complainant informed of the progress of the investigation, the reasons for the delay and a new deadline.