

## escalla Limited Complaints Policy

At escalla Limited, we are committed to providing high-quality training services and ensuring that all learners and stakeholders have a positive experience. We recognize that there may be occasions when individuals feel dissatisfied or have concerns about the services we provide. This policy outlines how we handle complaints and ensures that all concerns are addressed fairly, promptly, and effectively.

### 1. Purpose

The purpose of this policy is to:

- Provide a clear and transparent process for individuals to raise complaints.
- Ensure that complaints are handled in a consistent and fair manner.
- Identify areas for improvement and ensure that issues are resolved satisfactorily.
- Uphold the integrity and reputation of escalla Limited by addressing concerns quickly and professionally.

### 3. Scope

This policy applies to:

- All learners, clients, and stakeholders who engage with escalla Limited training programs or services.
- All employees, trainers, and other personnel working on behalf of escalla Limited.

This policy covers complaints regarding:

- Training content or delivery.
- Customer service or communication issues.
- Conduct of staff, trainers, or learners.
- Facilities, resources, or other logistical concerns.
- Any other concerns or issues related to the services we provide.

### 4. How to Make a Complaint

Complaints can be made in the following ways:

- **In Writing:** Complaints can be submitted via email to [info@escalla.co.uk](mailto:info@escalla.co.uk) or by post to escalla Limited, 170 Shepherdess Walk, London, N1 7JL.

When making a complaint, please include the following details:

- Your full name and contact details.
- A clear description of the complaint or issue.
- Any relevant dates, locations, or individuals involved.
- Any steps you have already taken to resolve the issue, if applicable.

### 5. Complaints Procedure

We are committed to resolving complaints as quickly and efficiently as possible. The following steps outline how we handle complaints:

## **Step 1: Acknowledgment**

Once a complaint is received, we will acknowledge receipt within 10 working days and provide an estimated timeline for resolution.

## **Step 2: Investigation**

We will investigate the complaint thoroughly and impartially. This may involve interviewing staff, reviewing training materials, or collecting other relevant information.

## **Step 3: Resolution**

After the investigation, we will provide a written response outlining the findings and any actions taken to resolve the issue. If the complaint is upheld, we will explain what steps have been taken to address the concern and prevent future occurrences.

## **Step 4: Appeal**

If you are dissatisfied with the outcome, you have the right to appeal. Appeals should be made in writing to [info@escalla.co.uk](mailto:info@escalla.co.uk) or by post to escalla Limited, 170 Shepherdess Walk, London, N1 7JL, within 10 working days of receiving the response. The appeal will be reviewed by a senior manager who was not involved in the original decision.

## **Step 5: Final Decision**

The senior manager will make a final decision regarding the complaint and inform the complainant of the outcome. If you are still dissatisfied, you may contact external bodies or other regulatory authorities, depending on the nature of the complaint.

## **6. Confidentiality**

We will handle all complaints with the utmost confidentiality. Only those directly involved in the investigation and resolution of the complaint will have access to the information provided. We will not disclose any details unless required to do so by law or in the case of safeguarding concerns.

## **7. Timescales**

We aim to resolve complaints as quickly as possible. We will ensure:

- **Acknowledgment of complaint:** within 10 working days.
- **Investigation and resolution:** within 20 working days.
- **Appeals process:** completed within 10 working days from receipt of the appeal.

If the investigation takes longer than anticipated, we will inform the complainant of any delays and provide an updated timeline.

## **8. Monitoring and Review**

To ensure continual improvement, escalla Limited will regularly monitor and review the effectiveness of this policy and the complaints process. This review will include an analysis of complaints received, actions taken, and any trends identified. We will use this information to improve our services and address recurring issues.

## **9. Contact Information**

For any complaints or further information, please contact:

- **Email:** [[info@escalla.co.uk](mailto:info@escalla.co.uk)]
- **Postal Address:** [escalla Limited, 170 Shepherdess Walk, London, N1 7JL.]

## **10. External Bodies**

If you are not satisfied with the final decision or believe we have not followed our complaints procedure properly, you can escalate the complaint to the relevant external bodies or authority.