

Education Development Trust

COMPLAINTS POLICY

Maintenance

Policy owner	General Counsel & Company Secretary
Review	November 2023
Next review	November 2025

Version Control

Version Number	Date
Version 3.0	November 2023

If you have questions about how to interpret this policy, please ask the Policy Owner – As above



1. SCOPE

This policy governs our approach to complaints from third parties. A complaint is any expression of dissatisfaction about the Trust. Complaints may come from any person or organisation who has a legitimate interest in the Trust, including partners, subcontractors or consultants. The policy does not cover complaints from staff, who should use the Grievance and or Disciplinary policy. A complaint can be received verbally, by phone, by email or in writing.

2. POLICY

- » We view complaints as an opportunity to learn and improve; and to put things right for the person or organisation that has made a legitimate complaint.
- » We provide a fair Complaints Procedure which is clear and easy to use for anyone wishing to make a complaint.
- » We ensure people know how to make a complaint. Complaints should be sent to: corpgov@educationdevelopmenttrust.com or Highbridge House, 16-18 Duke Street, Reading, RG1 4RU.
- » We make sure our people know what to do if a complaint is received.
- » We make sure all complaints are investigated fairly and in a timely way.
- » We make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- » We handle complaint information sensitively, telling only those who need to know and following relevant data protection requirements.

3. ROLES

- » **All staff** are responsible for responding to complaints in line with the Complaints Procedure.
- » **Corporate Governance** is responsible for handling complaints received via the above channels.
- » **Senior Managers and Leadership Team** are responsible for ensuring reviews and appeals are handled or referred in line with the Complaints Procedure; and that the Trust identifies and learns from any failings.
- » The **CEO and Chair** are responsible for ensuring cases escalated to them are handled in line with the Complaints Procedure.
- » The **General Counsel** is responsible for giving advice about the handling of complaints; and for reporting significant learnings to Leadership Team; or to the Board where necessary.
- » The **Board** has overall responsibility for a culture where complaints are handled fairly and lead to learning and improvement.



4. RELATED DOCUMENTS

Policies

- » Disciplinary Policy
- » Grievance Policy
- » Data Protection Policy

Procedures / guidance / forms

- » Complaints Procedure