



Complaints Policy



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Document Control

Document Control	
Title:	Complaints Policy
Reference:	CG-POL-007
Version:	4.0
Date:	13/11/2025
Status:	Approved
Owner:	General Counsel
Business Area:	Corporate Governance
Classification:	Internal and External
Date of next review:	13/11/2027

Document Distribution / Stakeholders

Document Distribution / Stakeholders				
Name	Organisation	Date issued	Version	Action
All staff	EDT	21/11/25	4.0	All staff to read the policy. Policy to be added to policy hub. Comms to be sent out.
All staff	EDT	14/11/23	3.0	All staff to read the policy. Policy to be added to policy hub. Comms to be sent out.

Document Revision History

Document Revision History			
Version	Date	Author	Summary of changes
4.0	13/11/25	S. Clifton	Approved. Routine review and update of the policy. Added to the new template. No other changes.
3.0	14/11/23	S. Clifton	Approved. Routine review and update.
2.0	Aug 21	S. Clifton	Approved. Routine review and update.
1.0	Mar 16	S. Clifton	Approved. New policy.

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.

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.

Roles and Responsibilities

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.

The Executive Team is 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 is 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.

Related Documents

Policies

- Disciplinary Policy
- Grievance Policy
- Data Protection Policy

Procedures / guidance / forms

- Complaints Procedure