



Estu Global Ltd

Complaints Policy

Introduction

Estu is committed to providing high-quality services and maintaining transparency and accountability. This Complaints Policy outlines the procedures for raising and addressing complaints, ensuring a fair and timely resolution process for all stakeholders.

Definition of a Complaint

A complaint is defined as an expression of dissatisfaction or concern raised by an individual or entity regarding the services, actions, or conduct of Estu. This may include dissatisfaction with the quality of service, treatment received, or any other matter related to Estu's activities.

How to Raise a Complaint

Informal Resolution

Before making a formal complaint, individuals are encouraged to attempt an informal resolution by discussing their concerns with the relevant staff member, supervisor, or manager involved, as many issues can be resolved promptly through open communication. Such concerns should be raised within five working days of the incident from which the complaint arises. The person receiving the complaint will respond within five working days of receipt.

Whilst some complaints may present to us as informal, there are times when Estu must escalate an informal complaint into a formal one regardless of how it was brought to us by the complainant.

- Examples of informally made complaints that must be treated formally include, but are not limited to, those that include an obvious gap in the service: Equality & Diversity, Safeguarding, Health & Safety, Modern Slavery and Data Privacy concerns.

Formal Complaint Submission

If the matter remains unresolved after attempting informal resolution, a formal complaint can be submitted. Complaints should be submitted in writing, either through email (via the following address: complaints@estuglobal.com), letter, or using a designated complaint form provided by Estu.

The complaint should be made within five working days from the response being received and should include details such as:

- Name and contact information of the complainant.

- A clear and detailed description of the complaint.
- Relevant dates, times, and locations.
- Any supporting documentation or evidence.

Handling of Complaints

Step 1 - Acknowledgment

Upon receipt of a formal complaint, Estu will promptly acknowledge the complaint in writing, confirming that it has been received and providing an estimated timeframe for resolution.

Step 2 - Investigation

Estu will conduct a thorough and impartial investigation into the complaint. This may involve gathering additional information, interviewing relevant parties, and reviewing documentation. The investigation will be conducted by a designated individual or team, independent of those directly involved in the complaint.

Step 3 - Resolution

Estu is committed to resolving complaints in a fair and timely manner. The resolution may involve corrective actions, process improvements, or other measures as deemed appropriate. The individual who raised the concern will be informed of the outcome of the investigation and any actions taken to address the complaint.

Timeframe for Resolution

Estu aims to resolve all complaints within ten working days from the date of receipt. However, some complex complaints may require more time for a thorough investigation. In such cases, the individual who raised the complaint will be kept informed of the progress and provided with regular updates on the expected resolution timeframe.

Appeals Process

Should the complainant not be satisfied with the outcome of the complaint, they can request to escalate the complaint to Estu's COO for review. A further investigation will be completed within ten working days and the complainant advised of the outcome.

This is final stage of the complaints process.

Confidentiality

The Organisation is committed to treating all complaints with the utmost confidentiality. Information related to a complaint will be disclosed only to those individuals directly involved in the investigation and resolution process.

Implications for Estu Operations

- Ensure there is clarity on Estu's complaint procedures – who to report a complaint to and how this should be done.
- Ensure knowledge of the expectation of communication whilst complaint is being resolved.
- Ensure knowledge of the appeals process.
- Leadership and management promote a culture of openness.

Continuous Improvement

The Complaints policy will be reviewed as a minimum annually or when there is a change to legislation or guidance.