



Complaints Policy

Date approved:	September 2021
Review period:	2 years
Date of next review:	September 2023
Owner:	Director of Operations
Approval:	Now Teach Board
Scope:	Anyone external to Now Teach who wishes to raise a complaint

Disclaimer:

This Policy document has been prepared by Now Teach and is based on information available as of the date above. No representation or warranty as to the accuracy or completeness of any information contained herein is given by or on behalf of Now Teach or any of its personnel and no liability whatsoever (whether direct, indirect, incidental, special, consequential, punitive or otherwise) is accepted for any loss arising from any use of such information. The information contained herein does not purport to be complete and is subject (in whole or in part) to updating, completion, revision, amendment and verification. Where policy and procedures set out in this document conflict with policy and procedures set out in any other Now Teach document(s), Now Teach shall determine which is the most appropriate policy and procedures to apply in the circumstances, subject to any rights of appeal which may be available to any person.

Now Teach is registered in England and Wales as a company limited by guarantee (Registered Office: 4 Bloomsbury Square, London, WC1A 2RP; Company Registration No: 11872096). Now Teach is also registered in England and Wales as a charity (Registered Office: 4 Bloomsbury Square, London, WC1A 2RP; Charity Registration No: 1189146).

Introduction

This complaints policy covers those external to Now Teach. For Now Teach employees please see the Grievances Policy.

Making a complaint

Now Teach is committed to providing the best services but we recognise that our processes can always be improved. If we do not meet the standards that you expect, we would like to hear your feedback.

If you wish to make a complaint:

- email us with the subject "Complaint" at info@nowteach.org.uk; or
- write to us at Now Teach, 4 Bloomsbury Square, London, WC1A 2RP.

Please include your name, address and contact number so that we can easily respond.

Complaints should be made within 3 months of the incident unless under exceptional circumstances.

Responding to a complaint

We will acknowledge the complaint within 10 working days and endeavor to formally reply within 20 working days. Please note that if the complaint is of a complex nature, then we may need more time to respond.

We may not be able to comment on all complaints, for example if the complaint does not relate to Now Teach or the work that we do.

We may choose not to respond to every complaint, for example where the person complaining is abusive, where the complaint is being unreasonably pursued, where the complaint is incoherent, or where the complaint is anonymous.

Any further concerns or queries

If you are not satisfied with how your complaint has been dealt with, or if you have further questions, please let us know. We will then escalate this up to a more senior member of staff or the Board to review.