

COMPLAINTS POLICY

M2 Education is committed to providing a high-level service to our customers and clients. If you do not receive satisfaction from us, we need you to tell us about it. This will help us to improve our standards. We ensure that making a complaint is as easy as possible and we treat complaints as a clear expression of dissatisfaction with our services, calling for immediate action to be taken.

1. Complaints Procedure

In the first instance, we ask for complaints to be resolved informally. Should this not be possible, complaints must be made formally in writing, by either an email or letter to Melissa Kumar or Mark Birnie (Directors) using the following details:

M2 Education Ltd, 2 Tustin Court, Portway, Ashton-on-Ribble, Preston, PR2 2YQ
01772 722223

Melissa.kumar@m2education.co.uk / mark.birnie@m2education.co.uk

Your complaint should contain the following information:

- Explain the issue and clearly and fully as possible, including any action taken so far;
- Names of the employees, clients or customers involved; and the resolution sought.

2. Next Steps

We will record your complaint upon receiving it.

We endeavour to send you an acknowledgment of your complaint within 5 working days and confirm what will happen next. This will be communicated by either letter or email, depending on how the complaint was received. We will also let you know the name of the person who will be dealing with your complaint.

We will then investigate your complaint. This will normally involve the following steps;

- Examining your records on our customer database;
- Speaking to the person/s you have dealt with and any other relevant parties;
- We may request further information from you as appropriate.

We will let you know of the outcome of this review within 10 days of acknowledgement. However, if you have raised a request for access to information held about you on our system ("Subject Access Request"), we may take up to one month to respond to you, subject to the GDPR.

If we have to change any of the time scales above, we will let you know and explain why.

3. Escalating your complaint [APPLY YOUR PROCEDURE]

Following M2 Education's response to your complaint, if you feel we have been unable to resolve your complaint satisfactorily, you can ask for your complaint to be referred to the REC (our trade association of which we are a member) for further investigation.

Professional Standards Services, REC, 15 Welbeck Street, London, W1G 9XT

Contact the [Acas Helpline](#) or complete a [complaint form](#) at GOV.UK - Pay and work rights complaints.