



# Career Tree

## Complaints, Appeals & Grievances

### 1. Customer Satisfaction

Any school or tutor who makes a complaint will be treated with courtesy and in accordance with Career Tree's Equal Opportunities Policy. For complaints about any aspect of the activities of Career Tree or arising from a service provided by Career Tree, every effort will be made to diffuse a situation informally. This is referred to as a stage 1 complaint. If this is not possible the complaint will be escalated. The procedure for managing complaints is provided below. Where a complaint is raised by a customer they should report this directly to Career Tree rather than via a tutor, unless the customer believes the complaint can be swiftly resolved informally with the tutor.

Note: the timeframe set out below will commence from when a complaint becomes formal.

Stage	Complaints Procedure	Timeframe
1. Informal Complaint	<p><b>Complaint received verbally.</b></p> <ul style="list-style-type: none"><li>• Relevant employee discusses complaint with school or tutor and attempts to resolve informally.</li><li>• Complaint and outcome to be reported to the appropriate senior manager at Career Tree for monitoring purposes.</li></ul> <p><b>Complaint received in writing.</b></p> <ul style="list-style-type: none"><li>• Relevant employee discusses complaint with school or tutor and attempts to resolve informally.</li><li>• Complaint and outcome to be reported to the appropriate senior manager at Career Tree for monitoring purposes.</li></ul>	<p>Day 1</p> <p>Day 1 (when complaint is received)</p>

**Career Tree**

38 Station Road, North Harrow, London, HA2 &SE

Tel: 0208 795 7636

[www.careertree.com](http://www.careertree.com)

Stage	Complaints Procedure	Timeframe
<p>2. Formal Complaint (and informal complaints which are escalated)</p>	<p><b>Complaint must be recorded in writing.</b></p> <ul style="list-style-type: none"> <li>• Employee receiving complaint contacts complainant to inform them that the complaint has been received and provides details of the senior manager who will investigate the complaint.</li> <li>• Written complaint should be issued to the appropriate senior manager or director. A full investigation will be carried out.</li> </ul> <p><b>Complaints can be submitted via one of the below methods:</b>  <b>Tel: 0208 795 7636</b>  <b>Email: <a href="mailto:admin@careertree.com">admin@careertree.com</a></b>  <b>Letter: The Career Tree, 38 Station Road, North Harrow, London, HA2 7SE</b></p>	<p>Receipt of complaint acknowledged within 2 working days.</p> <p>We will reply with a full response within 12 working days. If it is not possible to meet this timeframe due to absence, we will issue an interim response giving a time when the full response can be expected.</p>
<p>3. Formal Complaint escalated</p>	<p>If the complaint has not been adequately resolved at stage 2 the senior manager handling the complaint should inform the complainant that the complaint has been escalated to stage 3 and will be resolved by the board of directors.</p>	<p>Next available board of directors meeting, no later than one month after receiving complaint.</p>

<b>Stage</b>	<b>Complaints Procedure</b>	<b>Timeframe</b>
4. Appeals Process	If the complainant is not satisfied with the outcome they are entitled to appeal the decision in writing to an appointed person who has no involvement in the complaint or investigation The appointed person should be a senior staff member and have had no substantial involvement in the dealing of the complaint. All complaints will be monitored and where possible used to improve and develop our services.	Within 5 working days from the date the outcome letter was received.

Career Tree will seek to resolve complaints as quickly as possible. Timescales for resolving complaints will vary depending on the nature of the complaint made. Employees of Career Tree responsible for handling complaints will be made aware of this procedure and the importance of providing complainants with anticipated timescales for investigation activity or resolution.