



Complaints Policy

High Impact Academic Coaching Ltd

89–90 Paul Street, London, EC2A 4NE

Company Number: 12386860

✉ safeguarding@highimpactacademiccoaching.com

🌐 www.highimpactacademiccoaching.com

Audience: All Staff

Owner: Managing Director

Introduction

Any complaint received must be investigated and necessary and proportionate action must be taken in response to any failure identified by the complaint or investigation.

The registered person must establish and operate effectively an accessible system for identifying, receiving, recording, handling and responding to complaints by clients and other persons in relation to the carrying on of the regulated activity.

To be compliant, High Impact Academic Coaching Ltd will:

1. Bring the complaints system to the attention of clients and people acting on their behalf in a suitable manner and format.
2. Facilitate the making of complaints when one is being made.
3. Acknowledge and investigate all verbal and written complaints and (where relevant), work with other services where the complaint is of a joint nature to address the issues raised.
4. Ensure that clients have access to and the help of an independent advocacy service, which they might need to make a complaint where they lack the capacity or means to make the complaint without such assistance; an advocate can assist the person at all stages in the complaints process.

HIGH IMPACT ACADEMIC COACHING LTD works on the principle that if a client or anyone who acts in their best interests wishes to make a complaint or register a concern they should find it easy to do so. It is the High Impact Academic Coaching Ltd's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users and their relatives and carers are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not the same as the disciplinary policy. However, **HIGH IMPACT ACADEMIC COACHING LTD** understands that failure to listen to or acknowledge

complaints could lead to an aggravation of problems, client dissatisfaction and possible litigation.

HIGH IMPACT ACADEMIC COACHING LTD supports the principle that most complaints, if dealt with early, openly and honestly, can be sorted at a local level, i.e. between the complainant and the High Impact Academic Coaching Ltd. If this fails due to the complainant being dissatisfied with the result, HIGH IMPACT ACADEMIC COACHING LTD respects the right of the complainant to take the complaint to the next stage by seeking a review with the relevant reviewing body of how the complaint was addressed.

The aim is always to make sure that the complaints procedure is properly and effectively implemented and that clients feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Principles of Complaints Handling

Clients, their representatives and carers are always made aware of how to complain by having copies of the complaint's procedure included in the information given to clients and the complaints procedure explained to them at the initial needs assessment in line with their communication needs.

Clients are always made aware that **HIGH IMPACT ACADEMIC COACHING LTD** provides easy-to-use opportunities for them to register their complaints.

1. A named person is always responsible for the administration of the procedure.
2. Every written complaint is acknowledged within two to three working days.
3. Investigations into written complaints are held within 28 days.
4. All complaints are responded to in writing by the **HIGH IMPACT ACADEMIC COACHING LTD**.

Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to clients and those against whom the complaint has been made.

HIGH IMPACT ACADEMIC COACHING LTD recognises national guidance on complaints' handling, which uses a three-stage (two stages for some self-funding service users) model of:

1. Local resolution.
2. Complaints review.
3. Independent external adjudication by Local Government and Social Care Ombudsman.

The person to whom complaints should be made is KEVIN FRYER, MANAGING DIRECTOR.

Our complaints procedure is available to anyone who has a complaint about any aspect of our service.

HIGH IMPACT ACADEMIC COACHING LTD has an established Client Feedback Process in which clients are contacted on an ongoing basis to establish their level of satisfaction with the care they are receiving from the High Impact Academic Coaching Ltd. All responses are electronically recorded.

Procedure to follow in the event of a complaint

HIGH IMPACT ACADEMIC COACHING LTD has a Compliment, Comment and Complaint form available to any person on request, which forms part of the High Impact Academic Coaching Ltd's Statement of Purpose.

Complaints may be made either using one of our forms, in writing, by telephone, or verbally to our Director, who will initialise an investigation.

We will resolve your complaint as quickly as possible and advise you of the outcome of our investigations. We aim to resolve minor complaints in 24 hours, others usually in no more than 14 days, unless the nature of the investigations required will need more time. If more time is required, then the High Impact Academic Coaching Ltd will discuss and agree this with the compliant.

At any time, clients have the right to take your complaint to the regulatory body. Full details of how to refer your complaint to the Local Government Ombudsman see information below.

Local Government and Social Care Ombudsman

Tel: 0300 015 4033

<https://www.lgo.org.uk/make-a-complaint/fact-sheets/education>

Complaints received about any aspect of the performance of the associates supplied by HIGH IMPACT ACADEMIC COACHING LTD will be notified to the employee promptly and fully and we will work with the client and the associate in a partnership approach in an effort to resolve any issues.

The High Impact Academic Coaching Ltd reserves the right to remove any associate from a client's package of services if it is deemed necessary by either the client or the High Impact Academic Coaching Ltd.

This policy applies to the following people in our organisation	<ul style="list-style-type: none">All employed staff (both Professional and Administrative) and all those who are engaged as associates (i.e. self-employed).
Policy Written by	Kevin Fryer Managing Director
Date Policy written	January 2024
Due for Review	January 2025
Who has or can give authority to change policy	Kevin Fryer Managing Director
Where is this policy kept	Google Drive

Date	Reviewer	Version	Date for Next Review	Date of recirculation
January 2020	KF	1	January 2021	January 2021
January 2021	KF	2	January 2022	January 2022
January 2022	KF	3	January 2023	January 2023

January 2023	KF	4	January 2024	January 2024
January 2024	KF	5	January 2025	January 2025
January 2025	LG	6	January 2026	
