



Complaints Procedure

Updated: 09/01/20

If you need to make a complaint

Step 1

In the first instance, please call Suzie Mackie on **07787556963**, this number is available 24 hours a day, seven days a week so that we can try to sort out any issues quickly and amicably.

We will respond to you within 24 hours of your call.

Step 2

If you are not happy with our response, please write to us and send your letter either by email to: smackie@uk2learn.com

or by post to:

**UK2Learn
Crossways
Heath Lane
Godalming
GU7 1UN**

We will respond to you within seven days of receipt of your letter.

Step 3

If you are still not happy with our response, we will appoint an independent arbitrator to resolve the matter. This third party will be selected at UK2Learn Guardianship's discretion depending upon the nature of the dispute.

We will implement any changes and actions straight away if it is recommended.

We will keep a record of complaints for two years.