Supply & Demand Consultancy Ltd

Complaints Policy

Reviewed: September 2025
Next Review: September 2026

Purpose & Scope

This policy outlines how complaints will be handled by Supply & Demand Consultancy Ltd to ensure concerns are dealt with fairly, consistently, and promptly. We are committed to maintaining high standards and providing a high-quality service.

This policy applies to all learners, parents, and commissioners who have dealings with Supply & Demand Consultancy Ltd.

Definition of a Complaint

A complaint is any expression of dissatisfaction, concern or issue about the standard of service, actions, or lack of action by Supply & Demand Consultancy Ltd teaching staff, or representatives. Any complaint that raises a safeguarding concern will be refereed to immediately to the Designated Safeguarding Lead (DSL)

Principles

We are committed to:

- Handling complaints fairly and without bias.
- Providing a timely response.
- Keeping complainants informed throughout the process.
- Learning from complaints to improve our services.

How to Make a Complaint

Complaints can be made:

- **In writing: email:** Kay@supply-demand.co.uk or Fiona@supply-demand.co.uk
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- or by post to: Office 5 Willow Business centre, 10 Willow Walk. Orpington BR6 7AA
- **By phone:** 020 8466 7946

Please mark the correspondence as 'Complaint' and provide full details.

Please include:

- Your name and contact details
- Details of what happened, when, and who was involved
- What outcome or resolution you seek.

Procedures

Informal Resolution

Where possible, we encourage issues to be raised directly with the teacher, or staff member for a quick and informal resolution.

Stage 2: Formal Complaint

If unresolved, a formal written complaint will be acknowledged within 5 working days
An investigation will be carried out and a full response provided within 20 working days

Stage 3: Review

If you are not satisfied with the outcome, you may request a review by writing again to Kay Newland or Fiona Rhodes. This will be acknowledged within 5 working days with a further response provided within 15 working days.

Stage 4: Appeal

If the complaint remains unresolved, it may be referred to an external body or an independent reviewer within 10 working days of receiving the outcome.

Confidentiality

All complaints will be handled confidentially in line with data protection laws. Information will only be shared where necessary to resolve the issue.

Record Keeping

All complaints and their outcomes are recorded by Supply & Demand Consultancy Ltd and reviewed regularly to identify trends and areas for improvement.

Continuous Improvement

This policy ensure that all complaints are taken seriously, dealt with promptly and fairly. We review complaint outcomes periodically to ensure lessons learned are built into staff training, policies, and procedures.

Contact Information

Supply & Demand Consultancy Ltd

Address: Office 5 Willow Walk Business centre, 10 Willow Walk. Orpington BR6 7AA
Email: info@supply-demand.co.uk
Phone: 020 8466 7946
Website: www.supply-demand.co.uk