

Complaints Policy

Last Updated September 2024

Overview

The purpose of this Complaints Policy is to help all schools (schools and any other educational establishments) using Zen Educate and education professionals (supply staff and tutors) assigned work by Zen Educate understand the following:

- How to make a complaint if necessary
- That Zen Educate will treat complaints as a clear expression of dissatisfaction with our services, take immediate action to remedy the situation and attempt to prevent them from recurring
- That Zen Educate will deal with a complaint promptly, politely and where necessary, confidentially

Informal Procedure

Some complaints can quickly be resolved informally in discussion with the Customer Experience team, an Account Manager at Zen or, in some cases, senior management at Zen Educate. We encourage you to raise concerns as early as practicably possible and seek resolution in this way.

Formal Procedure

If it is not possible to resolve your concerns informally or if you consider the matter is too serious to be handled informally, you can follow the formal procedure.

1. Formal complaints should be made by sending an email to support@zeneducate.com and include the words "Formal Complaint" in the beginning of the subject line. The body of the email must include thorough details about the complaint, full name of the person making the complaint, an email and phone number on which they are contactable and the resolution sought. Complaints should be made within 10 working days of the issue arising.

If all the above are met, Zen Educate will endeavour to acknowledge receipt of a complaint within 5 working days and the formal complaint will be assigned to a member of the Customer Experience Team at Zen Educate.

2. Zen Educate will then respond via email to the complaint within 10 working days and detail:
 - a. What action is to be taken
 - b. When this is to be completed
 - c. Who will be overseeing the resolution and becoming the point of contact
3. A record will be kept of all complaints made, the person who handled them and their resolution.
4. It may occasionally be necessary to extend the time limits mentioned above. In such cases, Zen Educate will let the complainant know this will be necessary within the original 10 working day timeframe. Zen Educate will

provide an estimate for the extension necessary and then keep the complainant updated until a resolution is achieved.

Appeals

If you are dissatisfied with the outcome of your complaint, please write to the Customer Experience Team at Zen Educate by emailing support@zeneducate.com and including the words "Formal Complaint: Appeal" in the subject line. Appeals should be made within 10 working days of the complainant being initially notified of the original resolution.