

HOL Complaints Procedure

HOL Ltd 13421153 – Complaints Procedure

House of Learning Tuition Ltd aims to provide high quality services which meet your needs. We believe we achieve this most of the time, but if there are any issues, please do let us know.

We have a procedure through which you can inform us if for any reason you are not happy with our services or if there are any issues with the company. This will help us ensure our services remain at a high standard, where we would be happy to consistently take feedback to improve.

If you are not happy with HOL please tell us

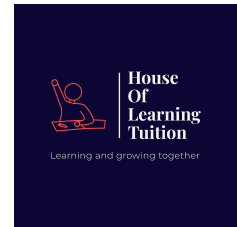
If you are not happy about any HOL services, please speak to the relevant staff member, or Director.

If you are unhappy with an individual in House of Learning Tuition, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Director.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days. You can email your complaint to houseoflearning360@gmail.com

Where a verbal complaint is made the person receiving the complaint will:

1. identify himself/herself, listen, record details and determine what the complainant wants;
2. confirm the details received;



3. explain the complaints procedure, and advise of alternative courses of action;
4. resolve the complaint immediately if possible or make a commitment to resolve the complaint within a given time frame; and
5. follow up the complaint as appropriate e.g provide the complainant with feedback regarding the result of any action taken to resolve the complaint.

Written Complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Directors. You can request their contact details through our website: www.houseoflearning360.com

All written complaints will be logged. You will receive a written acknowledgement within three working days.

Where a written complaint is made we will:

1. provide the complainant with written feedback within ten (10) days of receiving the complaint regarding the result of action taken by the staff member to resolve the complaint; and
2. if it is not possible to resolve the complaint within ten (10) days, provide written acknowledgement of receipt of the complaint within seven (7) days and specify the time frame within which the complainant will receive feedback regarding the result of action taken to resolve the complaint.

We will ensure that all staff are familiar with our complaints procedures policies.