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## **QfL Complaints Procedure**

Quest for Learning aims to provide high quality services and is committed to ensuring that feedback from partners, beneficiaries, funders, and members of the public is taken seriously.

### **1. Dealing with complaints informally**

If you have a complaint to do with Quest for Learning's work you should raise it in the first instance with the relevant staff member, or the Executive Director.

If you have a complaint regarding an individual in the charity you should, wherever possible, start by talking it over with them directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Executive 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

### **2. Formal complaint**

If the matter is serious and/or you wish to raise the matter formally you should set out the complaint in writing to the Executive Director at [complaints@questforlearning.org.uk](mailto:complaints@questforlearning.org.uk). Please outline the facts clearly, avoiding language that is insulting or abusive, and attach any relevant documents that support your complaint (e.g. emails).

If your complaint is against the Executive Director, you should contact the Chair of the Board of Trustees at [chair@questforlearning.org.uk](mailto:chair@questforlearning.org.uk).

All written complaints will be logged, and you will receive a written acknowledgement within five working days.

The Executive Director will investigate your complaint thoroughly and may contact you for clarification or further information if required. You will normally receive a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

### **3. Appeal**

If you are unhappy with the Executive Director's decision and wish to appeal it, you should contact the Chair of Trustees.

The appeal will then be brought for review to the next meeting of the Board of Trustees, which will decide on any further steps to resolve the situation. The Chair of Trustees will communicate the Board's decision to you within five working days of the meeting. The Board of Trustees' decision is final.

**Signed:**

A handwritten signature in blue ink, appearing to read 'Siân', is displayed within a light blue rectangular box.

**Date:** September 2020

**Role:** Executive Director