Compliments, Comments and Complaints Policy

Date: January 2025

Introduction:

At Reset Ltd, we value feedback from students, parents, and other stakeholders. We believe that feedback helps us to improve our services and make sure that we are meeting the needs of our students. This policy outlines our approach to dealing with compliments, comments, and complaints.

Compliments:

At Reset we welcome compliments from all stakeholders, including students, parents, and staff. We believe that positive feedback can help to motivate our staff and improve morale. Compliments can be submitted through our website, email, or in person to the relevant staff member. We also encourage stakeholders to share their positive experiences on our social media pages.

Comments:

At Reset AP we welcome comments from all stakeholders, including students, parents, and staff. We believe that feedback helps us to identify areas for improvement and make changes to our services. Comments can be submitted through our website, email, or in person to the relevant staff member. We will respond to comments within three working days, acknowledging receipt of the comment and providing an estimated timeframe for a full response.

Complaints:

At Reset AP we take complaints seriously and are committed to resolving them promptly and fairly. We encourage all stakeholders to bring their complaints to our attention as soon as possible so that we can address the issue in a timely manner. Complaints can be submitted through our website, email, or in person to the relevant staff member.

We will investigate all complaints thoroughly and provide a full response within 10 working days. If we are unable to provide a full response within 10 working days, we will provide an update on the progress of the investigation and an estimated timeframe

for a full response.
If a complainant is not satisfied with our response, they can escalate their complaint to the relevant senior staff member or the governing body of the educational institution.

Confidentiality:

At Reset we will treat all compliments, comments, and complaints as confidential. We will only share information on a need-to-know basis to resolve the issue. We will also ensure that all personal data is handled in accordance with our data protection policy.

Conclusion:

We believe that feedback is an essential part of improving our services and meeting the needs of our students. We are committed to dealing with compliments, comments, and complaints promptly and fairly. If you have any feedback, please do not hesitate to get in touch.

Date of next review:

August 2025