



Assure Education Limited – Comments and Complaints Policy

Last updated: September 2025

1. Introduction

Assure Education Limited (“we”, “our”, “us”) is committed to delivering high-quality consultancy, training, and support services across the education sector. We welcome feedback—positive and constructive—as part of our continuous improvement commitment.

This policy outlines how individuals and organisations can provide comments or make complaints, how we will respond, and what steps are available if concerns remain unresolved.

2. Policy Aims

We aim to ensure that:

- Feedback is welcomed and valued
- Concerns are taken seriously and addressed promptly
- Complaints are handled fairly, transparently, and without prejudice
- All parties are treated with dignity and respect
- Learning from complaints improves our services

3. Definitions

3.1 Comment: Feedback or suggestions about our services.

3.2 Complaint: An expression of dissatisfaction about the quality of service, conduct, behaviour, processes, or other matters connected to our work.

4. Principles of Handling Feedback

We commit to:

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- Accessibility
- Timeliness
- Confidentiality
- Impartiality
- Fair resolution
- Proper record-keeping

5. Informal Resolution (Stage 1)

Individuals are encouraged to raise concerns directly at the earliest opportunity. We aim to resolve informal concerns within 5 working days.

6. Formal Complaints (Stage 2)

Formal complaints must be submitted in writing to:

Assure Education Limited

Email: Ruth@ruthswailes.com

FAO: Managing Director / Complaints Lead

A complaint should include relevant details and the outcome sought.

We will:

- Acknowledge within 3 working days
- Investigate
- Provide an outcome within 15 working days where possible

7. Escalation (Stage 3)



If dissatisfied, the complainant may request a review by the Director. A final response will be issued within 15 working days.

8. Safeguarding or Serious Misconduct Complaints

Such matters are escalated immediately and may involve statutory agencies.

9. Complaints Involving Subcontractors

Assure Education retains responsibility for subcontractor conduct. Investigations follow this policy.

10. Confidentiality and Data Protection

All complaints are confidential and processed under UK GDPR and the Data Protection Act 2018.

11. Vexatious or Repeated Complaints

We may restrict communication where behaviour is abusive, malicious, or unreasonably persistent.

12. Learning from Complaints

We analyse trends and use findings to strengthen quality assurance and service delivery.

13. Monitoring and Review

This policy is reviewed annually or sooner if required.

14. Contact Details

Assure Education Limited

Email: Ruth@ruthswailes.com

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Website: Ruthswailes.com

FAO: Managing Director / Complaints Lead