

Complaint Procedure

How we handle your concerns

CoreEd Limited

Version 1.0 | Review Date: 31/07/2026

Introduction

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting individual's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will inform the Director, who will decide how to investigate and monitor outcomes.

Making a Suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. First you should speak to the Director.

Comments or suggestions can be emailed if you would rather make your suggestion that way. If the suggestion is something that CoreEd as a company needs to consider you can send it to:

Director

CoreEd Limited, The Media Centre, 7 Northumberland Street, Huddersfield HD1 1RL
enquiries@CoreEd.co.uk | 0203 822 0001

Making a Complaint

We aim to manage complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

CoreEd assures clients, students, and employees that it will not withdraw or reduce services because someone makes a complaint in good faith.

Who Can Complain?

Anyone affected by the way CoreEd provides services can make a complaint.

A representative may complain about the affected person if they:

- have died

- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How You Can Make a Complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative
- by letter
- by email

Where someone complains orally, we will make a written record and provide a copy of it within three working days.

Anonymous Complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

Responsibility

The Director has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

How We Manage Complaints

The Director may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within three working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within twenty-eight working days unless we agree a different timescale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings.
- any action we have taken; and
- our proposals to resolve your complaint.

Time Limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further Steps — Contact

At any stage during the process, if you are not happy with the way your complaint is being dealt with, please contact the Director:

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enquiries@CoreEd.co.uk | 0203 822 0001

CoreEd Limited is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Date of review: 31/07/2025 Next review: 31/07/2026

Complaints Form

DETAILS OF THE COMPLAINT — TO BE COMPLETED BY PERSON RECEIVING THE CALL/EMAIL

Date:	
Contact Name:	Telephone:
Contact Email:	

Name of person being complained about:

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Details of the complaint:

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Complainant name (person making the complaint):

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Complaint taken by:

Forwarded to Director:

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ACTION TO BE TAKEN BY DIRECTOR

Email acknowledgement sent:

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Complaints form forwarded to Director and entered into complaints folder:

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OUTCOME FOLLOW-UP

Outcome follow-up was by: Email Telephone

Date:

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Comments:

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DIRECTOR'S COMMENTS

Date:

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Comments:

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Action:

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Date:

COMPLAINER COMMENTS / FEEDBACK
Date:
Comments: