



# Heroes Centre LTD

## Complaints Procedure

**POLICY**

**March 2024**

**POLICY CREATED BY MR. S. GHALIB**

# Complaints Procedure

## 1. Introduction

At Heroes Centre Limited, we are committed to providing high-quality education, childcare, and programs to our community in Walsall. We recognise that sometimes concerns or complaints may arise, and we value feedback as an opportunity to improve our services.

This Complaints Procedure outlines the steps to be taken when a complaint is made, ensuring that all concerns are addressed promptly and fairly.

## 2. Responsibility

The ultimate responsibility for the management of complaints lies with the Senior Manager, Mr. S. Ghalib. However, complaints may also be addressed to any of the three managers under Mr. Ghalib: Miss S. Hussain, Ms. G. Perkins, or Mr. I. Hanif.

## 3. Making a Complaint

Complaints can be made verbally or in writing and should be directed to any member of our management team. Alternatively, complaints can be submitted via email to [info@heroestuitionltd.co.uk](mailto:info@heroestuitionltd.co.uk) or in person at our centre.

## 4. Recording Complaints

Upon receiving a complaint, the details will be recorded in our complaints register. This register will include:

- Date of complaint
- Name and contact details of the complainant
- Nature of the complaint
- Actions taken
- Resolution

## 5. Acknowledgment

Within 2 working days the complainant will receive written acknowledgment of their complaint. This acknowledgment will include the name and contact details of the person handling the complaint.

## 6. Investigation

The complaint will be investigated promptly and thoroughly by the designated manager. This may involve gathering additional information, speaking with relevant staff members, or conducting interviews with involved parties.

## 7. Resolution

Once the investigation is complete, the manager will propose a resolution to the complainant. This may involve an apology, explanation, remedial action, or any other appropriate measures deemed necessary to resolve the complaint satisfactorily.

## 8. Escalation

If the complainant is not satisfied with the proposed resolution, they may escalate the complaint to the Senior Manager, Mr. S. Ghalib. Mr. Ghalib will review the investigation and resolution and may conduct further investigation if necessary.

## 9. Final Resolution

Once all avenues of investigation and resolution have been exhausted, a final decision will be communicated to the complainant in writing within 2 weeks. This decision will outline any actions taken and the reasons behind the decision.

## 10. Review and Improvement

We are committed to continuously improving our complaints handling process. Feedback from complaints will be analysed to identify trends and areas for improvement, and appropriate actions will be taken to prevent similar complaints in the future.

## 11. Confidentiality

All complaints and their resolution will be handled confidentially, with information shared only with those directly involved in the complaints process.

## 12. Contact Information

If you have any questions about our Complaints Procedure or wish to make a complaint, please contact us at:

Heroes Centre Limited  
Unit 1 – Bentley Lane  
Walsall  
WS2 8TL  
01922 322411  
[info@heroestuitionltd.co.uk](mailto:info@heroestuitionltd.co.uk)