



Assessment, Education & Training

Odyssey Assessment, Education and Training Complaints Policy:

Odyssey Assessment Education and Training aims to provide high standards of service with consideration, courtesy and professionalism. If you feel we have not met this standard, please contact us. Odyssey Assessment, Education and Training views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Odyssey Assessment, Education and Training knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Odyssey Assessment, Education and Training.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in Odyssey Assessment, Education and Training.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Process

Stage One

If possible it is always preferable if complaints can be dealt with informally, in person, by telephone or email, by the individual providing the service. However, we recognise that some complaints need to be lodged in a more formal manner.

Stage Two

If you feel your complaint has not been addressed appropriately through informal channels, please put your concerns to us in writing and we will endeavour to respond within 5 working days in writing. Either email; Chantal@odyssey-education.co.uk OR write to **Chantal Karatas, 227a Penn Road, Wolverhampton, WV4 5TY.**

Stage Three

If the complaint is not resolved to your satisfaction, Chantal Karatas will refer it to a Complaints Panel. This will consist of Chantal Karatas, Teresa Determann and one other independent professionally accredited Specialist Teacher/Assessor. You will be notified of the date of this meeting. Any supplementary evidence would need to be lodged 1 week prior to this meeting date, if it is to be considered. You will receive a written response to your complaint within 21 days of the date of the panel meeting.

Stage Four

If you are not satisfied with the response you receive you may appeal and contact the Patoss Chief Executive in writing at www.patoss-dyslexia.org

Responsibility

Overall responsibility for this policy and its implementation lies with Chantal Karatas.

This policy is reviewed regularly and updated as required. Adopted on: 20th June 2016 Last reviewed: 17th August 2020