

MCANDERSON ASSOCIATES LIMITED

COMPLAINTS POLICY

At McAnderson Associates Limited, we are committed to delivering a high standard of service to all our learners, clients, and stakeholders. If at any point our services fall short of expectations, we encourage you to inform us. Your feedback enables us to continuously improve.

We aim to make the complaints process simple, transparent, and responsive. All complaints are treated seriously and addressed in a timely and fair manner.

1. Complaints Procedure

We encourage individuals to attempt informal resolution of issues where possible. If this does not resolve the matter, a formal complaint should be submitted in writing via email or letter to the contact below:

Complaints Officer

McAnderson Associates Limited

11 St Katherines Court, Derby DE22 3AY

Phone: +447466867906

Email: info@mcandersonassociates.co.uk

Please include the following information in your complaint:

- Your full name and contact details
- A clear description of the issue and any steps already taken
- Names of any staff or individuals involved
- The outcome or resolution you are seeking

2. Next Steps

Upon receipt of your complaint, it will be recorded in our internal complaints register.

You will receive an acknowledgment of your complaint within **5 working days**, along with the name of the staff member assigned to investigate it. This response will be sent via the same channel through which we received your complaint.

We may ask for verification of your identity and request further information or documents if necessary.

Our investigation will typically include:

- A detailed review of your complaint
- Direct communication with you for clarification
- Discussions with any relevant parties involved
- Collection and examination of supporting documents

We aim to provide you with a formal response within **10 working days** from the date of acknowledgment. If there are delays, we will inform you with reasons and an updated timeline.

If your complaint includes a **Subject Access Request** under applicable data protection laws, a separate timeline of up to **one month** may apply.

3. Complaint Outcome Appeals Process

If you are dissatisfied with the outcome of your complaint, you may request an appeal. Your complaint will be escalated to the **Head of Operations** at McAnderson Associates Limited for further review.

Appeal Contact:

Head of Operations

McAnderson Associates Limited

Email: dayo@mcandersonassociates.co.uk

The Head of Operations will review the case and issue a final decision. You will receive a response to your appeal within **10 working days** of acknowledgment.

The decision on the appeal is **final**, and no further internal review will be conducted.

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