

GLM Partnership Ltd

Complaints Policy and Procedure

Our Aim:

GLM Partnership Ltd is a not for profit organisation. If you have a complaint about our service we want to hear about it and we will do our best to put it right. We are committed to providing a high quality service for all the schools who work with us. We work in an open and accountable way that builds the trust and respect of all our schools and partners. One of the ways that we can continue to improve our service is by listening and responding to the views of our schools and partners.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively.
- To ensure that all complaints are handled in a consistent manner throughout.
- To increase customer satisfaction.
- To use any complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who is:

- Receiving a service from us.
- A representative from one of our partner organisations.

How to complain?

- We would like to resolve any complaint as soon as possible.
- A complaint can be resolved informally. In the first instance contact us and speak to the member of the team who is working with you who will try to sort the matter out.
- If you are not satisfied that your issue has been resolved satisfactorily, you may pursue a formal complaint.
- Write down your complaint and send it to:
- The Chairman, GLM Partnership Ltd at info@glmpartnership.org

What happens next?

- You will receive an acknowledgement of your formal complaint within 5 working days.
- You will be contacted by a director who is investigating the complaint.
- You will receive a written response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.
- GLM Partnership Ltd will use its best endeavours to resolve the formal complaint to your satisfaction.