COMPLAINTS POLICY

Zest Education is committed to providing a high-level service to our customers and clients. If you do not receive satisfaction from us, we need you to tell us about it. This will help us to improve our standards. We ensure that making a complaint is as easy as possible and we treat complaints as a clear expression of dissatisfaction with our services, calling for immediate action to be taken.

1. Complaints Procedure

In the first instance, we ask for complaints to be resolved informally. Should this not be possible, complaints must be made formally in writing, by either an email or letter to Beth Mercer, our Head of Operations using the following details:

Postal address: FAO: Beth Mercer, Zest Education, Unit 10 City Arcade, Bore Street, Lichfield, WS13 6LZ

Telephone number: 01543 756796 | 0121 803 8880

Email address: beth@zesteducation.co.uk

Your complaint should contain the following information:

- Your full name and contact details;
- Explain the issue as clearly and fully as possible, including any action taken so far; and
- Names of the employees, clients or customers involved; and the resolution sought.

2. Next Steps

We will record your complaint upon receiving it.

We endeavour to send you an acknowledgment of your complaint within 5 working days and confirm what will happen next. This will be communicated by either letter or email, depending on how the complaint was received. We will also let you know the name of the person who will be dealing with your complaint.

We will may need to verify your identity and may request additional information/documentation from you.

We will then investigate your complaint. This will normally involve the following steps:

- Reviewing your complaint;
- Speaking with you;
- Establishing the relevant facts;
- Speaking to the person/s you have dealt with and any other relevant parties; and
- We may request further information or documents from you as appropriate.

We will let you know of the outcome of this review within 10 working days of acknowledgement. However, if you have raised a request for access to information held about you on our system ("Subject Access Request"), we may take up to one month to respond to you, subject to the UK GDPR.

If we have to change any of the time scales above, we will let you know and explain why.

3. Complaint Outcome Appeals Process

Following our response to your complaint, if you feel we have been unable to resolve your complaint satisfactorily, you can go through the appeals process by asking for your complaint to be referred to Scott Barker, Managing Director for further investigation.

Once the appeals process has been completed, the original complaint outcome will be upheld, or you will be issued with a revised complaint outcome.

The decision on the appeal is final and there is no further right of appeal.

Version Number: 1
Date: 12/03/2025