Dunbar Education

# Dunbar Education – Complaints Procedure

Policy Review Date: 15/09/2026
This policy will be reviewed every 12 months.

## 1. Complaints Policy

Dunbar Education is committed to providing a high-level service to our customers. 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.

Further information on this procedure can be found in our Complaints Policy.

## 2. Complaints Procedure

### Initial Complaint Submission

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 email or a letter to the CEO Matt Brown (matt.brown@dunbareducation.com), using the following details:

Dunbar Education Ltd
Level 2 X+Why,
Unity Place,
200 Grafton Gate,
Milton Keynes,
MK9 1UP

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.

## 3. Next Steps

We will record your complaint upon receiving it.

We endeavour to send you an acknowledgment of your complaint within 5-7 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 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 (on the telephone, virtually or in person)
- Establishing the relevant facts;
- Speaking to the person/s you have dealt with and any other relevant parties
- 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.

## 4. Complaint Outcome Appeals Process

Following Dunbar Education's 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 APSCo, our trade association of which we are a member, for further investigation. Please address your appeal for the attention of the Consultancy and Compliance Team, APSCo, 124-126 Borough High Street, Bridgegate House, London, SE1 1BL.

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.