



m2r Education Complaints Procedure

At m2r Education we place great importance on delivering the highest standards of customer service to all.

We are committed to providing excellent customer service on all occasions but on rare occasions, in spite of our best efforts, things can and do go wrong.

If you experience poor service then it is our belief that that this should be reported to us.

How to make a complaint

We believe it should be easy for our you to voice concerns. We accept complaints, writing, over the phone or by e-mail.

When making a complaint, we need to know: -

- Your company name (where applicable), your name, phone number and email address.
- The nature of the complaint

It would also be helpful if you can show us, or make reference to, any documents that may explain the background to your complaint. This will help us resolve your complaint quickly and efficiently.

Please forward this information using one of the contact methods below:

Contact: Mr Munir Mamujee MBE, Director

Email: munir@m2rededucation.com

Phone: +44(0)1924 201973

Post: m2r Limited, Langham House, 148 Westgate, Wakefield, WF2 9SR, United Kingdom.

Our aim is to deal with them: -

- As quickly as possible.
- Fairly, effectively, efficiently and with courtesy and understanding.
- Offering apologies when we have got it wrong.
- Ensuring a satisfactory outcome.

How we will deal with your complaint

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 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.

What if you are not satisfied?

We will make effort to sort out your complaint and provide you with our reasoned response as detailed above. However, if you are not happy with that response or our actions, PLEASE TELL US.

Your complaint will then be reviewed personally by a member of our Senior Management Team.

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.

However, should you wish to do so, you may also contact the Employment Agency Standards Inspectorate on 0845 955 5105 or Trading Standards 08454 04 05 06.

If the complaint has been originated overseas, you can contact the relevant British Embassy or The Department for International Trade using this online form: www.great.gov.uk/contact/office-finder/

Recording of complaints

On receipt of a complaint no matter how it was received, we will complete a "complaints handling form", recording all the necessary information of the incident. This includes any written notes regarding the content of any conversation, and what action was necessary to resolve the matter.



If you require further clarification on any of the above please contact us on +44(0)1924 201973 / info@m2reducation.com

This policy is reviewed annually. The next review date is 1st May 2027.