

Jessanol Ltd – Complaints Policy

1. Policy Statement

Jessanol Ltd is committed to delivering high-quality learning experiences, consultancy services, and digital products.

We recognise that, despite our best intentions, things may not always go as expected. Complaints provide valuable insight and are an important opportunity to improve our services.

We welcome feedback and are committed to handling all complaints:

- fairly
 - promptly
 - confidentially
 - with a focus on resolution and learning
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2. What is a Complaint?

A complaint is any expression of dissatisfaction relating to:

- the quality or delivery of a learning experience
- delays or lack of communication
- perceived lack of professionalism or support
- failure to meet agreed expectations or outcomes

We encourage individuals to raise concerns as early as possible so they can be addressed quickly.

3. Principles of Our Approach

Jessanol will:

- take all complaints seriously
- respond in a timely and professional manner
- aim to resolve issues at the earliest opportunity
- treat all parties with respect

- use feedback to improve our services and learning design
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4. How to Raise a Complaint

Complaints can be raised:

- directly with the Jessanol team member involved, or
- via email to: **[insert Jessanol contact email]**

We aim to make this process simple and accessible.

5. Complaints Procedure

Stage 1 – Informal Resolution (within 2 working days)

Where possible, concerns should first be raised directly with the relevant Jessanol team member.

- We will aim to resolve the issue within **2 working days**
- Many issues can be addressed quickly at this stage

If resolved, the outcome will be logged internally for quality improvement.

Stage 2 – Formal Complaint (within 5 working days)

If the issue is not resolved, or the individual is not comfortable raising it directly:

- The complaint should be submitted in writing (email is acceptable)
- Jessanol will acknowledge receipt within **2 working days**
- A review will be conducted by a senior representative (e.g. Director)

A full response will be provided within **5 working days**, outlining:

- findings
 - actions taken
 - agreed resolution
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Stage 3 – Escalation (within 15 working days)

If the complainant is not satisfied with the outcome:

- The complaint will be reviewed by the Jessanol Director(s)
- A final decision will be issued within **15 working days**

This decision is considered final.

6. Anonymous Complaints

We understand that individuals may wish to raise concerns anonymously.

- Anonymous complaints will still be reviewed
 - However, it may not be possible to provide a direct response or full investigation without further information
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7. Confidentiality

All complaints will be handled confidentially and shared only with those directly involved in resolving the issue.

8. Complaints Relating to Assessment Decisions

Where a complaint relates specifically to:

- assessment outcomes
- verification decisions

the **Jessanol Appeals Policy** must be followed.

9. Recording and Monitoring

Jessanol will:

- maintain a secure record of all complaints
- track themes and trends
- use insights to improve learning design, delivery, and client experience

Insights from complaints are reviewed as part of Jessanol's continuous professional development and service improvement process, ensuring that feedback directly informs ongoing improvements to our services and learning experiences.

10. Review of Policy

This policy will be reviewed annually or as required to ensure it remains effective and aligned with Jessanol services.

Owner: Jessanol Ltd

Role Responsible: Director

Version: 1.0

Date: 20/3/26

Next Review: 20/3/27