Customer Queries & Complaints Policy

Our commitment to handle customer contacts

At Raise the Bar (RTB) we aim to give you an excellent experience, so we welcome any customer comments, suggestions and feedback you may have and are committed to handling these quickly, accurately, and fairly. If there is anything we cannot resolve or put right straight away we will explain why and say what we can do.

We recognise that feedback from customers is vital in helping us to further improve the services we offer. We therefore record and analyse the information you give us to ensure that we get to the root cause of any issues you might have.

This policy is applicable to all our customers and sets out how to contact us, how we will handle your contact, how quickly we will respond, and gives full details of our query / complaint handling process.

How to Contact Us

The quickest and easiest way to get a question answered or to resolve a concern is usually to contact your Raise The Bar representative.

For us to be able to handle your query effectively we will need the following information when you contact us:

• Your name & location
• What type of programme/service we are delivering
• Full details of what your query or concern is

If you want to remain anonymous then we will still try to deal with your query though it might not always be possible.

Alternatively, you can:

Call us on 0203 137 7353
(9-5pm Monday – Friday)

Email us at enquiries@raisethebar.co.uk

Write to us at:
13a Tiger Court
Kings Business Park
Knowsley
Merseyside
L34 1PJ
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How we will deal with your query or complaint

**STAGE 1**
Advise your RTB representative about your query or complaint and give them the chance to resolve the matter. If you’re unhappy with the outcome, or with how long it is taking, or if you think it is not appropriate to raise the issue with them go to Stage 2.

**STAGE 2**
Contact us via any of the means described in the ‘how to contact us’ section of this policy. We will try to give you an answer straight away, and if we can’t we will come back to you within 5 working days with an update or resolution.

**STAGE 3**
If you remain unhappy with the outcome of your query or complaint you must put all of your concerns in writing and send a letter to RTB at the address above. The matter will then be independently investigated by our Board. They will look at how your query or complaint was investigated, the response you received, and will speak to the people involved. A reply will be sent within 10 working days of receipt.

Exceptions
There are some exceptions to this process, in which you should go straight to Stage 3. These are:

**Discrimination based on:**
- disability
- pregnancy or maternity
- marriage or civil partnership
- gender reassignment
- age
- sex
- race, religion or belief
- sexual orientation

**The government’s counter terrorism strategy:**
- stopping a terrorist attack that you may have become aware of
- stopping people becoming terrorists, if you are concerned about someone who may be in this situation and wish to make a complaint

**Any of the following, relating to yourself or to another person:**
- physical abuse
- sexual abuse or inappropriate conduct
- emotional or psychological abuse, or bullying
- financial abuse

External Query / Complaint Review
Stage 3 is the final stage of our internal process. If after following the stages you are still unhappy with the outcome of your query or complaint we will advise you of any third parties you can pursue it with.