

## Complaints Policy

Nisai is committed to providing a high-quality education and strong pastoral support for our students and are always looking for continuous improvement in everything we do, whether in the quality of our courses, the welfare of our students or with customer satisfaction with our products and services. The positive partnership between Nisai and parents and carers are vital, and we aim to maintain a strong good working relationship throughout their time with us.

Occasionally, situations will occur which prevent the fulfilment of those aims and give cause for concern or a complaint. The ability to consider the concern or complaint objectively and impartially is crucial and we welcome customers' comments and will deal with them in an open, fair and efficient way. This policy provides the framework within which anyone who has experienced dissatisfaction with Nisai can raise their concerns. Nisai is keen to ensure this policy is operated in a consistent, fair and non-discriminatory way.

### Roles and Responsibilities

All Heads of Departments and the Leadership Team have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.

The Chief Operating Officer (COO) for Nisai Group is responsible for complaints that reach the formal stage and those that have not been able to be solved via the informal route.

The Chief Executive Officer (CEO) is responsible for resolving formal complaints and complaints which have reached the Panel stage.

A complaints log is in place for us to professionally manage and track complaints and demonstrate the actions that have been taken, the outcome and to ensure that we review as part of our self-evaluation procedures. Complaints are also discussed at the termly governors' meetings. The log will include complaints made through the formal procedure, including:

- Whether the complaint was resolved during the formal process or moved forward to a panel hearing.
- Any actions taken by the service as a result of the complaint, regardless of whether the complaint was upheld.

### Principles

While confidentiality will be respected as far as possible, it is not normally possible to resolve complaints without disclosing details of a complaint to relevant staff in order to allow Nisai a fair opportunity to resolve the issue. All correspondence, statements, and records related to individual complaints will remain confidential. The only exceptions are when access is requested by the Secretary of State or by an organisation conducting a quality assurance review under the online education accreditation scheme.

Making a formal complaint will not affect the complainant's statutory rights.

### The Customer Complaints Procedure

In our experience, most matters of concern can be resolved positively in this informal way. All staff at Nisai work very hard to ensure that each student is happy and making progress; they naturally want to know if there is a problem, so that they can support appropriately and ensure they are helping and acting in the best interests of the student.

#### Stage 1 (Informal)

- In the vast majority of cases a concern or issue can and should be resolved by contacting the Customer & Student Support Team who will involve the relevant Head of Department and the members of staff directly involved.
- Concerns should be raised as soon as possible, and not later than ten weeks after the incident.
- At this informal stage, complaints may be made by phone or by email. The complainant must be kept informed of progress at all stages, with a written or verbal response to the complaint provided within 10 working days.

- It is hoped that most complaints can be dealt with using the informal procedure. Where complaints are of a serious nature or the matter has not been resolved informally, the complainant should be advised that the next stage is to put their complaint in writing (Stage 2).

## Stage 2 (Formal)

If a complainant has been through Stage 1 and remains dissatisfied or it is felt that the complaint is of a serious nature, then they should then submit their complaint in writing. This should be sent to the Chief Operating Officer (COO) at the address below:

Nisai Group  
4<sup>th</sup> Floor  
28 Clarendon Road  
Watford  
WD17 1JJ

The Chief Operating Officer will appoint a senior member of staff to support the investigation into the complaint and once complete and feedback received will decide to:

- Dismiss the complaint as unfounded, giving reasons.
- Propose an amicable settlement.
- Uphold or partially uphold the complaint, offer an apology, take appropriate steps to address the issue and to avoid a similar problem arising in future.

All complaints will be dealt with as quickly as possible. All formal complaints will be acknowledged; an initial response will be given within 10 working days and a further and more detailed response provided where appropriate.

All formal complaints will receive a formal written response outlining the outcome, and the right of appeal where appropriate.

## Stage 3 (Panel)

If a complainant remains dissatisfied with the formal response to their complaint, a Panel Review can be requested within 10 working days of receiving the outcome. The panel will be appointed by Nisai and will include:

- An Independent Chairperson who was not directly involved in matters relating to the original complaint and not involved with the Management of Nisai.
- Two senior staff members who were also not involved in matters relating to the complaint.

The panel's role is to ensure that the complaint was handled fairly and in accordance with policy. They will also review any new evidence provided and make findings and recommendations. A copy of these will:

- Be shared with the complainant and, where appropriate, the person involved in the complaint.
- Be available for the proprietor and head teacher to view at the service's premises.

The complainant is welcome and encouraged to attend the hearing and be accompanied if they wish, however if unable to attend, all efforts will be made to accommodate alternative dates and timings. Should they not wish to attend at all, the panel hearing will still go ahead as per this policy. Throughout the process, all parties will be treated with respect and courtesy.

The hearing will be scheduled within 20 working days of the request being received and the Panel will issue a written decision within 10 days of the hearing. Please note that the Panel decision is final.

To be reviewed: September 2026