



October 2025

# Complaints Policy

## **e-Careers Complaints Policy**

Last updated: October 2025

### **1. Policy Statement**

e-Careers is committed to delivering high-quality services and maintaining positive relationships with learners. We recognise that occasionally, things may not go as planned. This policy outlines our fair, accessible, and transparent complaints process to address any concerns raised by learners or stakeholders.

### **2. Definition of a Complaint**

A complaint is defined as:

*An expression of significant or sustained dissatisfaction where a learner seeks a specific response or remedy.*

Complaints should be submitted in writing and be accompanied by a completed **Complaints Form**.

### **3. Scope**

This policy applies to:

- All learners and clients of e-Careers.
- All services, courses, events, and support activities provided by e-Careers.
- Complaints submitted within 28 days of the event or issue.

### **4. Principles**

We are committed to the following standards:

- A clear and accessible process for lodging complaints.
- Timely acknowledgement and resolution.
- Confidentiality and data protection compliance.
- Respectful, fair, and non-discriminatory treatment.
- No disadvantage to complainants acting in good faith.
- Continuous improvement based on feedback.

e-Careers will not accept third-party complaints unless written consent is provided by the learner.

### **5. Equality and Fair Treatment**

We will not discriminate based on:

- Gender or gender reassignment
- Marital or partnership status
- Pregnancy or parental status
- Race, nationality, or ethnic origin
- Disability
- Religion or belief
- Sexual orientation
- Age or language difficulties
- Political beliefs or union membership

## **6. Complaints Procedure**

### **Stage 1: Informal Resolution**

We encourage learners to contact our Customer Experience Team at [cs@e-careers.com](mailto:cs@e-careers.com) for quick resolution before submitting a formal complaint.

### **Stage 2: Formal Complaint**

If unresolved:

1. Submit a formal complaint via email on [complaints@e-careers.com](mailto:complaints@e-careers.com) or post with a completed Complaints Form.
2. e-Careers will acknowledge within 10 working days.
3. A full response will be issued within 30 working days.

If unresolved or unsatisfactory:

### **Stage 3: Internal Review**

1. Request a review by a Customer Experience Manager.
2. A response will be provided within 30 working days.

## **7. Confidentiality and Data Handling**

We handle all complaints in accordance with the UK GDPR and Data Protection Act 2018. Information will be shared only with those directly involved in investigating and resolving the complaint.

## **8. Monitoring and Continuous Improvement**



All complaints are logged and reviewed to identify trends and implement necessary improvements.

Feedback is vital to help us:

- Enhance our services
- Become more responsive and customer-focused
- Act fairly and transparently

## **9. Contact Details**

All complaints and reviews should be submitted to:

**By Email:** [complaints@e-careers.com](mailto:complaints@e-careers.com)