

## Complaints Policy

**Company:** Navigate Education Limited

**Issue date:** 14/1/2026

**Review date:** 14/1/2027

**Contact:** [gareth@letusnavigate.com](mailto:gareth@letusnavigate.com)



This policy forms part of Navigate Education Limited's governance and due diligence documentation for partners, schools, and local authorities.

### 1. Purpose

Navigate Education Limited ("Navigate") is committed to delivering high-quality services. We welcome feedback and aim to handle complaints fairly, transparently, and promptly.

### 2. Scope

This policy applies to complaints from clients, partners, and stakeholders relating to Navigate's services, delivery, communications, or conduct.

### 3. Principles

We will:

- Treat complaints seriously
- Respond respectfully and without prejudice
- Investigate concerns fairly and proportionately
- Keep appropriate records
- Use learning from complaints to improve our services

### 4. How to raise a complaint

Complaints should be raised in writing wherever possible and sent to: [gareth@letusnavigate.com](mailto:gareth@letusnavigate.com)

Please include:

- Your name and organisation
- A brief description of the complaint
- Relevant dates, sessions, or individuals involved (where applicable)
- The outcome you are seeking

### 5. Process and timescales

Navigate will:

- Acknowledge receipt within a reasonable timeframe
- Review and investigate the matter appropriately
- Provide a written response setting out findings and any actions taken

Timescales may vary depending on complexity, but we aim to resolve matters promptly.

### 6. Escalation

If you are not satisfied with the response, you may request escalation for further review. Navigate will consider escalation fairly and provide a final response.

### 7. Records and confidentiality

We maintain a record of complaints and outcomes for accountability and service improvement. Information is handled confidentially and shared only where necessary.

## **8. Review**

This policy is reviewed at least annually.

## **9. Contact**

Email: [gareth@letusnavigate.com](mailto:gareth@letusnavigate.com)