

Complaints Policy

Company: Navigate Education Limited

Issue date: 14/1/2026

Review date: 14/1/2027

Contact: 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

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