



Physics Partners (PP) Complaints Procedure

Introduction

1. Physics Partners (PP) aims to provide training and support of high quality. Whilst we always strive to meet these high standards, we recognise that it may be necessary sometimes to raise complaints with us.
2. PP takes complaints seriously as we view them as an important factor in the development of our quality assurance procedures. We will investigate any complaint thoroughly and will respond within the time limits in this procedure unless exceptional circumstances apply.

Informal complaints

3. Where a school or an individual involved in the training wishes to make a complaint they should submit an account of their concerns as soon as they arise via an email to [**info@physicspartners.com**](mailto:info@physicspartners.com). In such instances, PP will contact the complainant and endeavour to resolve the issue over the telephone and/or by email. If a satisfactory resolution is not reached informally, the complainant can pursue a formal complaint using the procedure set out below.

Formal complaints

Stage 1.

4. Those wishing to raise a formal complaint of any kind should write to PP at info@physicspartners.com, with the title 'Formal Complaint'.
5. Once PP has received the complaint its nominated person (see paragraph 22) will acknowledge the receipt of the complaint, usually by email, but if requested, in writing by letter.
6. A complaint may be made up to 15 working days after a training session or, if it relates to any other form of support, up to 15 working days after the date on which the support was provided.

7. To ensure a full investigation of a complaint, it is important to include all the relevant points and information – these should:
 - include the specific complaint or complaints; and
 - explain or illustrate these with examples.

Time limits for response may be extended if clarification and/or more detail is required.

Confidentiality - we ask complainants to be sensitive to the fact that complaints are often about the work of identifiable individuals and complainants are asked not to copy their complaint to parties outside Physics Partners without full consideration of confidentiality and data protection implications.

8. PP will send an acknowledgement of the receipt of the complaint within five working days from receipt and a full response within thirty working days.

Stage 2

9. We hope that the majority of complaints will be resolved at Stage 1. However, a complainant may wish to proceed to a Stage 2 complaint by writing to the Professional Standards Committee (the “Committee”) Chair (chair@physicspartners.com) within 15 working days of being in receipt of the Stage 1 decision.
10. The complaint will be acknowledged within ten working days of receiving the letter. The letter of acknowledgement will confirm the central points of the complaint.
11. The complaint will be considered and reviewed afresh including the original and any further submissions from the complainant and any supporting documentation provided, alongside any other evidence gathered under Stage 1. With this in mind, it is important for complainants to ensure that all points are made at the same time so that they can be considered together.
12. The Chairman may appoint others to assist in any aspect of Stage 2 including any further investigation required.
13. The complainant will receive a decision in writing within thirty working days after PP receives the Stage 2 complaint.

Stage 3

14. If, having received a response to their Stage 2 complaint, a complainant remains dissatisfied, the complainant may refer the complaint to the external independent Adjudicator within ten working days of receipt of the Stage 2 decision.
15. The complainant should write to the Adjudicator c/o The Secretary, Physics Partners (company.secretary@physicspartners.com) setting out the reasons for dissatisfaction with the handling of the complaint at Stages 1 and 2.
16. A Stage 3 complaint cannot consider new complaints or reinvestigate the original complaint.
17. The independent Adjudicator will acknowledge the letter within ten working days of receipt and will investigate whether PP properly handled the complaint at Stages 1 and 2.
18. PP will provide the independent Adjudicator with all the documentation relating to the handling of the complaint at Stages 1 and 2.
19. The independent Adjudicator will respond in full within 30 working days.
20. The decision of the independent Adjudicator will be final.
21. The name of the nominated person and his/her contact details are as follows: Krysia Sosin, c/o The Secretary, Physics Partners, 40 Caversham Rd, Reading, Berkshire, RG1 7EB. Email: krysia_sosin@hotmail.com