

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 **Sally Smith (CEO)**, **sally.smith@physicspartners.com**. In such instances, Sally 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 Sally Smith CEO at **sally.smith@physicspartners.com**, with the title 'Formal Complaint'.
5. 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 being complained about was provided.
6. 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.

7. The CEO will acknowledge receipt of the complaint within 5 working days of receipt and provide a full response within 30 working days.
8. If the complaint is in relation to the CEO then please go straight to Stage 2.

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 Chair (**chair@physicspartners.com**) within 15 working days of being in receipt of the Stage 1 decision.
10. 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.
11. The complaint will be acknowledged by a nominated trustee within ten working days of receiving the complaint and a full response within 30 working days.

Stage 3

12. If, having received a response to their Stage 2 complaint, a complainant remains dissatisfied, they may escalate it to the governing body for Physics Partners, which is the Charity Commission, using the details below:

Charity Commission for England and Wales

Post: Charity Commission, PO Box 211, Bootle, L20 7YX

Email: Complaints are not accepted via email. A complaint can be made by submitting this form.

Telephone: 0300 066 9197 9am to 5pm Monday to Friday, except for Wednesday between 11:20am and 1pm when they are closed for staff training.

Use of Artificial Intelligence (AI)

13. AI tools may be used to support administrative aspects of complaint handling (such as summarising information or drafting correspondence), but will not be used to make decisions or determine outcomes.
14. All complaints will be reviewed and decided by an appropriate member of staff. Any AI-assisted will be checked for accuracy, fairness, and tone before use, and confidential information will not be entered into unauthorised systems.
15. The organisation remains fully accountable for all decisions and communications relating to complaints.

Version Control - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1	Board	April 2017		
2	Board	April 2024	Updated PP address, amended to Chair (not chairman), moved to digital process, amended to 'a trustee' will investigate stage 2, rather than a nominated person	Every 2 years
3	Board	April 2026	Amended so that complaints go to sally.smith@physicspartners.com, previously info@physicspartners.com	Every 2 years