



Complaints Procedure: Boardworks Ltd

Last updated: January 2018

Contact details for complaints

Written complaints may be sent to Boardworks at:
Complaints Department, Boardworks Ltd, Units 5-7 The Gallery, 54 Marston Street, Oxford, OX4 1LF

Or by e-mail at hello@doddlelearn.co.uk.

Verbal complaints may be made by telephone to 01865 208 440 and speaking to a member of our Customer Accounts Team.

What happens once we receive a complaint?

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person will be recorded. The person who receives a phone or in person complaint will:

- Write down the facts of the complaint
- Ensure we have your name, address and telephone number
- Note down the relationship of the complainant to Boardworks (for example: customer, product user)

We will inform you what will happen next and how long it will take for a response in regards to your complaint.

Resolving Complaints

Stage One:

In most cases, we aim to resolve your complaint within a realistic timeframe.

The complaint information will be passed to a Manager within 24 hours.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Complaints will be acknowledged by the person handling the complaint within 48 hours.

The acknowledgement will state who is dealing with the complaint and when you can expect a formal reply and potential resolution.

Ideally complaints will receive a definitive reply within two weeks in total. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.



Stage Two:

If you feel that the problem has not been satisfactorily resolved at Stage One, you can request that the complaint is reviewed at higher managerial level. At this stage, the complaint will be passed to the General Manager.

The request for higher level review will be acknowledged within 48 hours of receiving it. The acknowledgement will state who will deal with the case and when you can expect a reply.

This will involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

Ideally complainants should receive a definitive reply within 48 hours. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Final Stage:

The complaint will be escalated to a final stage; all information will be given to a member of the Senior Management Team at GL Assessment, the parent company of Boardworks. Again, please allow up to 48 hours for an acknowledgement that the complaint has been received. We will then endeavour to find a solution. The decision taken at this stage is final, unless the Senior Management Team at GL Assessment decides it is appropriate to seek external assistance with resolution.

Variation of the Complaints Procedure

The Senior Management Team at GL Assessment may vary the procedure for good reason. This may be necessary to avoid a conflict of interest.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.