

Urban Pursuit

Policy name: Complaints	
Reviewed by CEO: Dan Potter	
Last reviewed: June 2025	Next review due: June 2028

Policies are reviewed every 3 years as standard.

INTRODUCTION

Urban Pursuit welcomes comments on the service we provide to students. Comments and feedback help us to improve and reflect on what we do.

THE THREE STAGES OF THE PROCEDURE

- i. Informal Discussion:
The complaint is discussed with a member of our team as soon as possible and clear steps are made to resolve the complaint. Most concerns and complaints can hopefully be resolved at this level. If a complainant is not satisfied with how their complaint is dealt with at stage i, the informal discussion can be raised to stage ii.
- ii. Elevated Complaint:
If the informal discussion isn't felt to have resolved the complaint, then a conversation with a member of the Leadership Team can be scheduled to attempt to resolve the issue. Clear steps will be discussed and agreed as to how the complaint will be dealt with and resolved. If the complaint is still not resolved, the complainant can go raise the complaint to level iii.
- iii. Formal Complaint:
The complaint is made in writing addressed to the CEO who shall acknowledge receipt of the formal complaint within 5 working days. The CEO shall investigate the complaint and endeavor to respond within 10 working days (in term-time), however given the working pattern of staff, this may take longer.
CEO email address: dan@urbanpursuit.co.uk

A written record of all complaints will be kept by Urban Pursuit, including written records of any relevant conversations.