

Complaints Procedure – Summary

(For Schools and Partners)

Provider: Marc Truyens

Service: Independent Career Coaching and Career Guidance

Overview

Marc Truyens is committed to providing a high-quality, professional career guidance service to students and schools.

If any aspect of the service falls short of expectations, concerns or complaints will be handled promptly, fairly, and with respect for all parties.

How Complaints Are Handled

1. Informal Resolution

- Most issues can be resolved quickly and informally through direct discussion with Marc Truyens.
- Concerns will be acknowledged promptly and addressed within **10 working days** wherever possible.

2. Formal Complaint

- If an issue cannot be resolved informally, a formal written complaint may be submitted by email to:
[insert your contact email]
- Written complaints will be acknowledged within **5 working days** and a full response provided within **20 working days**.

3. Appeal

- If the complainant is not satisfied with the outcome, they may request a review by an independent colleague or, where appropriate, a senior representative from the school.
 - This will conclude the process.
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Safeguarding and Confidentiality

Any complaint that raises a **safeguarding concern** will be referred immediately to the school's **Designated Safeguarding Lead (DSL)** in line with *Keeping Children Safe in*

Education (KCSIE) and local safeguarding procedures.

All complaints will be handled confidentially and in accordance with data protection law.

Record Keeping and Review

A confidential record of all complaints and outcomes is maintained for service improvement and accountability.

The policy is reviewed annually and updated as required to reflect current best practice.

Contact:

Marc Truyens

marc.truyens@marcr.net

www.marcr.net