

Complaint Policy

New Alternative Path is committed to Integrity, Fairness & Student-Centered Values

Effective Date: 20th March 2025

Approved by: Ayshe Sivri

Version: 1.0

1. Purpose

This Complaint Policy outlines the procedures for raising concerns or complaints regarding the services provided by New Alternative Path. The policy ensures that all complaints are handled fairly, promptly, and in accordance with UK legislation, including:

- The **Equality Act 2010**
- The **Consumer Rights Act 2015**
- The **Data Protection Act 2018**

2. Our Commitment

We are committed to providing high-quality services and to treating all individuals with respect, fairness, and dignity. We value feedback and see complaints as an opportunity to learn and improve.

We will ensure that:

- Complaints are dealt with transparently and impartially.
- Individuals are not discriminated against for raising a complaint.
- Personal data related to complaints is handled in line with data protection laws.

3. Scope

This policy covers complaints made by:

- Service users
- Parents, carers, or representatives



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- Partner organizations
- Members of the public

4. Legal Framework

4.1 Equality Act 2010

We are committed to ensuring that no one is treated unfairly or discriminated against on the basis of protected characteristics such as age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Complaints alleging discrimination will be taken seriously and investigated thoroughly.

4.2 Consumer Rights Act 2015

We aim to meet the expectations of service users as defined under the Consumer Rights Act, including providing services that are delivered with reasonable care and skill, fit for purpose, and as described. If you believe we have failed to meet these obligations, you are entitled to raise a complaint.

4.3 Data Protection Act 2018

We will protect all personal information you provide when submitting a complaint. Personal data will be processed lawfully, fairly, and transparently. If your complaint relates to the handling of personal data, it will be investigated in line with the UK GDPR and the Data Protection Act 2018.

5. How to Make a Complaint

Complaints can be made:

- Verbally (in person or by phone)
- In writing (by email or letter)
- Using our online complaint form (if applicable)

Please include:

- Your name and contact details
- A clear description of the issue
- What outcome you are seeking



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We aim to acknowledge complaints within 5 working days and provide a full response within 15 working days.