



ARK Complaints Policy and Procedure-

September 2025

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1. Introduction

ARK is committed to providing the highest standard of service to all staff, customers, and stakeholders. This policy outlines our approach to managing complaints, ensuring that all concerns are addressed promptly, fairly, and transparently. We strive to resolve issues amicably, restoring positive relationships wherever possible.

2. Legal Framework

This policy is guided by relevant UK legislation, including but not limited to the Consumer Rights Act 2015, Equality Act 2010, and the General Data Protection Regulation (GDPR) as incorporated into UK law. ARK also adheres to sector-specific regulations and codes of practice as required. Our complaints procedure is designed to meet the requirements of fairness, accessibility, and transparency as set out in UK law.

3. Policy Statement

ARK values feedback and recognises that complaints provide an important opportunity for learning and improvement. Complaints will be handled with professionalism, confidentiality, and respect. We are committed to resolving issues at the earliest opportunity and restoring positive relationships wherever possible.

4. Complaints Procedure Overview

Our complaints procedure comprises three stages, ensuring a clear, structured approach to resolution:

- 1. Stage 1: Informal Resolution**
- 2. Stage 2: Formal Complaint**
- 3. Stage 3: Review by ARK Directors**

5. Stage 1: Informal Resolution

Complainants are encouraged to raise their concerns informally with the relevant staff member or manager as soon as possible. Many issues can be resolved quickly and amicably at this stage through open dialogue and mutual understanding.

6. Stage 2: Formal Written Complaint and Investigation

If the issue remains unresolved, the complainant may submit a formal written complaint via email or post. The complaint should detail the nature of the issue, relevant facts, and any steps already taken. ARK will acknowledge receipt within five working days and appoint an appropriate manager to investigate. A written response will be provided within 20 working days of receipt, outlining findings and any actions to be taken.

7. Stage 3: Review by ARK Directors and Final Decision

Should the complainant remain dissatisfied, they may request a review by ARK Directors. The Directors will consider all documentation, conduct further enquiries if necessary, and provide a final written decision within 20 working days. The aim at this stage is to reach a fair resolution and, where possible, restore working relationships.

8. External Advice