

Complaints Handling Policy

Regent Education Services Ltd

Last Updated: 10 February 2026

1. Policy Statement

Regent Education Services Ltd is committed to delivering high-quality student advisory and referral services. We value feedback and take complaints seriously as an opportunity to improve our services.

This Complaints Handling Policy sets out how students, partners, and other stakeholders can raise concerns and how Regent Education Services Ltd will manage and resolve complaints in a fair, transparent, and timely manner.

2. Scope of the Policy

This policy applies to complaints made by:

- Prospective students
- Current students using our advisory services
- Parents or guardians
- Partner institutions
- Other stakeholders interacting with Regent Education Services Ltd

This policy covers complaints relating to:

- Quality of advice provided
- Conduct of staff or representatives
- Miscommunication or inaccurate information
- Administrative errors
- Delays in communication or service delivery

3. Definition of a Complaint

A complaint is defined as:

Any expression of dissatisfaction regarding the services, conduct, or processes of Regent Education Services Ltd that requires investigation and response.

Complaints may be submitted verbally or in writing.

4. Our Commitment

Regent Education Services Ltd commits to:

- Treating all complaints seriously and respectfully
- Handling complaints fairly and without discrimination
- Responding within reasonable timeframes
- Maintaining confidentiality throughout the process
- Using feedback to improve service quality

We ensure that no individual will suffer disadvantage for submitting a complaint.

5. How to Submit a Complaint

Complaints should preferably be submitted in writing with the following details:

- Full name of the complainant
- Contact details (email or phone)
- Description of the issue
- Relevant dates and supporting information

Complaints can be submitted through:

Email: complain@regenteducation.co.uk

Website: regenteducation.co.uk contact form

Where necessary, complaints may also be accepted verbally and recorded by staff.

6. Complaints Procedure

Step 1 – Acknowledgement

Once a complaint is received, Regent Education Services Ltd will:

- Acknowledge receipt within 3 working days
- Confirm that the complaint is being reviewed

Step 2 – Investigation

The complaint will be investigated by a designated staff member who was not directly involved in the matter.

The investigation may involve:

- Reviewing internal records
- Discussing the matter with relevant staff members
- Requesting additional information from the complainant

Step 3 – Response

A formal response will normally be provided within 10–15 working days of receiving the complaint.

The response will include:

- Summary of the complaint
- Findings of the investigation
- Any actions taken or proposed resolution

7. Possible Outcomes

Depending on the nature of the complaint, outcomes may include:

- Clarification or explanation of services
- Apology where appropriate
- Correction of inaccurate information
- Review or improvement of internal processes
- Additional training for staff

8. Escalation Procedure

If the complainant is not satisfied with the initial response, they may request escalation.

The complaint will then be reviewed by senior management at Regent Education Services Ltd.

A final response will normally be issued within 10 working days of escalation.

9. Complaints Related to Partner Institutions

Regent Education Services Ltd provides student advisory and referral services only and does not make admission decisions.

If a complaint relates to the admissions process or decisions made by a university, the complainant will be advised to contact the relevant institution directly.

10. Confidentiality

All complaints will be handled confidentially.

Information related to a complaint will only be shared with individuals directly involved in resolving the matter.

Personal data will be processed in accordance with the Data Protection Act 2018 and overseen by the Information Commissioner's Office.

11. Record Keeping

Regent Education Services Ltd will maintain records of complaints for monitoring and service improvement purposes.

Records will include:

- Nature of complaint
- Date received
- Investigation outcome
- Actions taken

Complaint records will be retained securely in accordance with our data protection policies.

12. Policy Review

This Complaints Handling Policy will be reviewed periodically to ensure it remains effective and compliant with applicable regulations.

13. Contact Information

For complaints or further information, please contact:

Regent Education Services Ltd

Website: regenteducation.co.uk

Email: complain@regenteducation.co.uk