



Complaints Policy

Policy Statement

Receiving feedback and responding to complaints is an important part of improving CENTURY Tech's service and products. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

Scope

This complaints policy applies to CENTURY Tech and is global in its application. A complaint can be made by any school, company, partner organisation, community or individual with whom we work, or provide services to, or any member of the public whether an individual, company or other entity, in the UK or anywhere else in the world.

Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by CENTURY Tech or its employees. It is a criticism that expects a reply and would like specified changes to be made. Complaints could include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of service they receive
- Concern from a user regarding a particular marketing campaign
- Concern about the behaviour or conduct of a CENTURY Tech representative

A complaint has to be about some action for which CENTURY Tech is responsible or is within our sphere of influence.

A complaint is not:

- A general enquiry about CENTURY Tech's work or the CENTURY platform
- A request for information
- A contractual dispute
- A request to amend records
- A request to unsubscribe from CENTURY Tech marketing

Contact information for all other purposes can be found here: www.century.tech/contact-us

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK or other countries in which we operate. Such issues will be dealt with by the relevant regulatory body.



Procedures for making a complaint

It is hoped that most complaints or concerns about CENTURY Tech's work or behaviour can and will be dealt with informally by staff or representatives at a local level. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

How to make a complaint

All formal complaints should be made in writing, either directly from the individual or organisation making the complaint or via someone acting on their behalf. See below for details about who to contact to address a complaint.

Who can make a complaint?

A complaint can be made by:

- Any school or college
- A company or organisation
- A user that we provide services to
- Any member of the public whether an individual, company or other entity, in the UK or anywhere else in the world.

Where to send your complaint

Contact email: complaints@century.tech

Last updated: 12th May 2023

Next review: May 2024

Signed: 

Name: Rahul Bakrania

