



Purple Ruler Complaints Policies and Procedure

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1 Purpose

The complaints policy is intended to set out how Purple Ruler deals with complaints related to our counselling and educational services, quality of education, administration or any other perceived issues brought to our attention. All members of the Purple Ruler community should feel able to fully express their views in the knowledge that they are dealt with fairly. All concerns or complaints are important to us and are investigated with due urgency and thoroughness. Our

primary concern is the welfare and education of children and we take that very seriously. We aim to work closely with teachers, education workers and parents to constantly improve our service. We welcome suggestions for improving our work. Whenever a complaint is upheld, every effort is made to rectify the issue and, if necessary, take action to try to prevent the problem occurring again. Purple Ruler does not investigate anonymous complaints or allegations.

2 Aims

- To provide an accessible and easily understood procedure for complaints
- To encourage parents, teachers, education workers and members of the Purple Ruler community to express their views at the earliest opportunity, through the appropriate channels
- To increase mutual understanding between all parties
- To create an ethos where all are committed to working together for the benefit of each learner

3 Confidentiality

Whether a complaint is made informally or formally, all parties involved should ensure that every effort is made to respect confidentiality and ensure that all documentation remains confidential to those parties directly involved in the complaint being investigated. Parents, Carers, Teachers and Education workers should be assured that making a complaint does not adversely affect the young person.

4 How we manage complaints and concerns

At Purple Ruler, we are committed to providing high-quality education and support. We understand that there may be times when our service does not meet expectations. We take all complaints seriously and aim to resolve them promptly and fairly. Below is a detailed process for managing complaints and concerns:

4.1 Stage 1: Informal complaint

At Purple Ruler, we believe that the vast majority of concerns and complaints can be resolved informally and swiftly. If you have a complaint about a facilitator, their conduct, or the quality of a facilitator session, please contact us without delay. We aim to resolve any informal complaint within one working day.

How to Make an Informal Complaint:

1. **Email:** You can send your complaint to Shihaam Arendse, our Client Relations and Engagement Manager, at shihaam.a@purpleruler.com.
2. **Website:** Alternatively, you can submit your complaint through our website's contact form.

Information to Provide:

To help us address your complaint efficiently, please include as much detail as possible:

- Your name and contact details.
- The name of the facilitator and/or the date/time of the facilitatoring session (if applicable).
- A detailed description of the issue.

Upon receiving your complaint, the Purple Ruler staff member first contacted will aim to resolve the matter immediately. If the initial contact can not deal with the matter, it will be referred to the staff member responsible for the specific issue. This staff member will continue to follow the issue through until it has been fully addressed. The resolution may involve communication via telephone, email, video call, or face-to-face.

If your concern is resolved informally to your satisfaction, the process ends here. If no satisfactory solution is found, Purple Ruler will escalate the complaint to the necessary person for further action. You will be informed about this escalation and the steps that will be taken to address your concern.

A written record of the informal complaint, including full details, will be made by the Purple Ruler staff member handling the issue and kept on file for future reference.

By following these steps, we aim to address and resolve your concerns promptly and effectively. Your feedback is essential to us, and we are committed to improving our services continuously.

4.2 Stage 2: Formal complaint

If your concern is not resolved informally to your satisfaction, Purple Ruler will escalate the complaint to the necessary department. We will acknowledge your formal complaint within 1 working day. The complaint will then be investigated by the appropriate department. This investigation will involve speaking with relevant parties, reviewing any pertinent documents, and possibly conferring with other senior management members.

Throughout the investigation, Purple Ruler is committed to keeping you informed about the progress of your complaint. You will receive updates at regular intervals throughout the process, ensuring transparency and clarity. The outcome of the investigation, along with any actions being taken, will be communicated to you within 48 hours. If further escalation is required at any stage, you will be informed about who will be handling the complaint and the steps being taken.

A record of all formal complaints will be kept. Regardless of whether the complaint is upheld or not, a review of working practices will be conducted to determine what actions, if any, need to be taken to reduce the risk of similar issues occurring in the future.

By providing a clear and structured process for handling formal complaints, we aim to resolve issues effectively while keeping our clients informed throughout the process.

4.3 Stage 3: Appeal for Third Party Review

In the event that Purple Ruler is unable to resolve a complaint, the complainant is advised to [ADM Computing Services Limited](#), a company of excellent standing and a 40-year reputation in business with schools and local government. They have agreed to act as an independent arbitor as a third party to review of the perceived issue.

If you would like to see a copy of our complaints flowchart, [click here or see below](#).

Please also visit our [Purple Ruler Whistleblowing Policy](#)