



Policy for Complaints Handling

Policy Date January 2018

Date reviewed 9th October 2023

Next review date -1st April 2024

We are committed to providing a high-quality service to all our students, their families and support groups. If you are not happy about something, please let us know as this will help us to improve our standards.

If you have a complaint, please contact Naomi Stuart, Marketing Director at Snowbility (naomi@snowbility.co.uk) with the full details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, who will review your file and speak to the member of staff who acted for you.
3. They will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Naomi will write to you to confirm what took place and any solutions agreed with you.
5. If you do not want a meeting or it is not possible, Naomi will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter to review and make a decision or as appropriate, use an alternative, such as review by another mediation to make a decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.

Taking your complaint further

If you are still not happy with the outcome of your complaint, you can escalate it to any of the following governing bodies:

Ofsted - Snowbility's registration number: 2502306

Piccadilly Gate
Store Street
Manchester M1 2WD
Tel: 0300 123 1231

[Website](#)

Snow Sports England

Suite 3, Waterside Business Centre, Leigh WN7 4DB.
Tel: 01509 232323

[Website](#)

Legal Ombudsman

Edward House, Quay Place, Birmingham B1 2RA
Tel: 0300 555 0333

[Website](#)

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint, or within six years of the act or omission about which you are complaining. If outside of this period, then within three years of when you should have been aware of it.