

Complaints Management Policy

We are committed to providing a high-quality service to all our customers and participants. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. You can do this in the following way:

1. Send a letter to Matthew Lord, Director, Let Me Play Ltd., 4 Berghem Mews, Blythe Road, London W14 0HN.
2. E-mail: matthew@lmpeducation.org
3. Telephone: 0203 475 7511

What will happen next?

1. We will send you a letter/email 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 reviewing the nature of your involvement with the company and speaking to the member of staff involved as necessary.
3. LMP will then either:
 - i) Take the necessary steps internally to resolve the complaint and then write to you with a solution. OR
 - ii) 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, we will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our 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 another Director or someone unconnected with the matter at the company to review the complaint. Alternatively, we may (at our discretion) seek mediation to review the 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.

If we have to change any of the timescales above, we will let you know and explain why.