



2025

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Complaints Policy

Complaints Policy

SAIGE is committed to providing a high-quality service to all our stakeholders. However, when something goes wrong, we wish to listen to your concerns and welcome your feedback to improve our standards.

If you have a complaint, please contact us on info@saige.global with the details. Many complaints can be dealt with informally; however, should you wish to make a formal complaint, the procedure below should be followed.

Please note that where a complaint relates to **the outcome of an assessment decision** then **SAIGE Enquiries and Appeals Policy** should be followed.

Procedure

1. We will send you an 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 passing your complaint to our Chief Executive Officer, who will review your issue and consider other relevant information, including speaking to colleagues (where relevant) involved in the matter.
3. The Chief Executive Officer will then contact you with the outcome of the complaint. This will happen within 14 days of sending you the acknowledgement communication, unless there are extenuating circumstances which delay this taking place. We will notify you if such a delay is likely to occur.
4. At this stage, if you are still not satisfied, you should contact us again in writing explaining the reasons for your continued concerns. We will arrange for the Chair of the company to review the decision.
5. If the complaint is against the Chief Executive Officer or the Chair it will be referred to an independent Director at SAIGE. The process followed by the independent Director will follow that completed by the Chief Executive Officer. If you are not satisfied with the outcome of the process then you should contact us again in writing explaining the reasons for your continued concerns. We will arrange for the Chair of the Board of Directors to review the process taken and the decisions made.
6. 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. The decision will be either of:
 - the complaint is not upheld so the procedure is officially closed



- the complaint is upheld and SAIGE will take appropriate action. SAIGE will not discuss with the complainant any disciplinary action which may be taken.
7. All complaints will be kept on file and this information, and the outcomes of the investigations, will be included in the regular review of our quality processes.

Taking Complaints Further

If you have exhausted the SAIGE complaints procedure and wish to take matters further, you may contact our regulator and follow the complaints procedure on their website. www.gov.uk/ofqual.

This action should only be taken when the procedures given in this policy document have been fully utilised and the complainant still feels that they have not had the complaint properly considered.

Review

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Version Control

Version Number	Summary of change	Date Changed	New Review Date

