

COMPLAINTS PROCEDURE

INTRODUCTION

At Juniper, we pride ourselves on providing expert knowledge, professionalism, and exceptional customer service. All employees of Juniper represent the company and are expected to adhere to high standards of behaviour as outlined in our Conduct and Standards policy.

We take all complaints seriously, whether informal or formal, and act promptly to resolve issues to maintain positive relationships with our customers.

Complaints will be acknowledged promptly, with an estimated timeline for resolution provided based on the complexity. The complaint will be forward to the relevant department manager or if regarding a manager to the person next in seniority.

If a complaint arises out of or in connection with the parties' relationship, then Juniper shall follow the procedure set out below:

If a complaint arises out of or in connection with the parties' relationship, then the Client shall follow the procedure set out below:

INFORMAL RESOLUTION

Where appropriate, complaints may be resolved informally through direct discussion and if a resolution is able to be achieved, such informal resolution shall be recorded in writing and sent to the customer. If the complaint is not able to be resolved informally, then it will progress to Level 1.

COMPLAINT – LEVEL 1

The Client shall firstly contact complaints@junipereducation.org. The Client's communication shall include relevant details, context, and any supporting documentation to allow Juniper to effectively deal with the complaint. Upon receipt of the complaint, Juniper will promptly acknowledge receipt and forward the complaint to the relevant department manager or if regarding a manager to the person next in seniority.

Juniper shall then undertake a comprehensive and impartial investigation into the matter, considering all pertinent information and relevant records. A comprehensive response, outlining the findings and proposed resolution will then be communicated within 14 working days from the acknowledgment of the complaint.

COMPLAINT – LEVEL 2

Should the Client be unsatisfied with the response, a request for a second review can be made, which will prompt the engagement of an impartial senior member of Juniper's' management team. The senior team member shall conduct an impartial independent assessment of the complaint, and in good faith attempt to come to a resolution and communicate the results and any adjusted resolution proposal. The email address to which a second review can be requested is complaints@junipereducation.org. An acknowledgment shall be sent upon receipt of a request for a second review and a determination will be delivered within 14 working days of that acknowledgment.

ESCALATION PATH

Level	Supplier	Timescales for Completion
1– All Juniper Products & Services	Team Leader/Manager or next person in seniority	14 working days from acknowledgment
2–All Juniper Products & Services	Head of Department of the Management Team	14 working days from acknowledgment

If, owing to the circumstances or available resources at the time of complaint, Juniper cannot deliver a response within any of the timeframes set out in this policy, Juniper will write to the customer within that timeframe to set out the reasons for and estimated date when a response can be provided.