Complaints Policy

Version	Date	Updates
2.2	07 January 2025	—
2.3	14 April 2026	Amended section on complaint stages to include Head of Implementation if complaint relates to Onboarding
2.4	25 August 2026	Updated definitions

2.5	05 November 2026	Updated wording on who handles complaints

Produced by Arbor Education Partners Ltd

Definitions

‘Customer’ refers to the school, MAT or local authority that has entered into the contract with Arbor for Arbor MIS or Arbor Finance. Parent and student users of Arbor must direct their queries to the school.

‘Risk’ management is an internal process used by Arbor to log and manage customer complaints.

What is our Complaints Policy?

Here at Arbor, we believe in transparency and being open and honest with our customers. Whilst we always aim to provide an excellent experience, on occasion something may go wrong, and if this happens, we always try to find the best resolution for our customers.

We value feedback and are always on the lookout for ways to continuously improve Arbor. This is why, when something does go wrong, we’ll conduct a full root cause analysis to ensure the customer experience is better moving forward.

How do I make a Complaint?

We hope you don’t reach a point where you have to make a complaint, but if you decide this is necessary, we have a clearly defined escalation route, as set out below.
You can raise a complaint by emailing mysuccess@arbor-education.com.
Please provide us with as much information as possible, including the specific points of your complaint, details of any previous conversations you’ve had in relation to this issue

and your ideal resolution. This will help us to make sure we address all the elements of your concerns with us.

How will you handle my complaint?

We will always endeavour to resolve your concerns as soon as they arise. If this hasn't been possible and you wish to escalate your concerns, the below process will begin.

- **Stage 1:** The relevant Team Lead will acknowledge the complaint within 2 working days of the Customer escalating their concerns and, in good faith, contact the Customer with a plan to resolve your complaint.

- **Stage 2:** If the complaint is not resolved satisfactorily within five working days of stage 1, the relevant Head of Department will take ownership of the complaint and contact the Customer with an agreed plan to resolve the complaint

- **Stage 3:** If we've been unable to resolve the complaint in 10 working days after being escalated to stage 2, the Customer will meet, in good faith, with Arbor's Chief Commercial Officer to resolve the issue.

If necessary, complaints are raised on our Customer Success software and are logged as risks. As part of our risk management process, risks are reviewed on a weekly basis by the Arbor Senior Leadership Team with a view to resolving them as swiftly as possible.