



PoppyHarp COMPLAINTS PROCEDURE

PoppyHarp is dedicated to providing an open and accountable service for its customers. While we believe we achieve this goal most of the time, if you feel otherwise, please inform us through our Complaints Procedure outlined below.

Objective:

PoppyHarp is committed to transparency and accountability in its service delivery. We value feedback from our students, participants, candidates, customers and actively seek to address any concerns or complaints constructively.

Competition feedback and result queries:

If you have concerns regarding the conduct of a competition or disagree with the outcome, PoppyHarp considers appeals. Please email your appeal to Fran Barsby at info@poppyharp.com

Exam Feedback or Result Queries:

If you have concerns regarding the conduct of your exam or assessment or disagree with the outcome, PoppyHarp offers a results review and appeals service. Please email your appeal to Fran Barsby at info@poppyharp.com. For examinations you may opt to pay for a remark. If the mark is more than 5 marks different from your original mark you will receive a refund for the remark fee.

Complaints

We are dedicated to addressing misunderstandings or administrative errors and resolving disputes through mediation. Please contact our company director - Fran Barsby at info@poppyharp.com for any complaints.

Who Can Complain

Anyone who has experienced unsatisfactory service from PoppyHarp can lodge a complaint.

What Can I Complain About

PoppyHarp defines a complaint as any expression of dissatisfaction related to our organisation, staff members, representatives, products, or services that warrants a formal response.

How to Make a Complaint

Complaints should be submitted in writing to info@poppyharp.com within 8 weeks of the issue arising.

Required Information

To facilitate a thorough investigation, please provide as much detail as possible, including relevant candidate numbers (if applicable), actions taken thus far, any pertinent correspondence or documentation (copies, not originals), names of PoppyHarp personnel involved, and your preferred contact method and availability.

Handling of Complaints:

Examinations. Any complaint lodged has no impact on a candidate's performance award, exam marks, results or place in a competition. PoppyHarp aims to communicate investigation outcomes within 30 working days from acknowledging receipt of the complaint. While our goal is to resolve matters promptly, complex issues may necessitate extended investigation periods. In such cases, we will provide regular updates until the complaint is resolved.

Unsatisfactory Outcome:

Should you remain unsatisfied with the conclusion, you have the option to refer your complaint to an external, independent arbiter, who will review the available information and issue a final decision.

GDPR Compliance:

In accordance with GDPR, PoppyHarp has a separate procedure for handling complaints related to the processing of personal data. All personal data collected during this procedure is securely stored in compliance with PoppyHarp's Privacy Policy.

Update History

The following changes have been made to this document:

Fran Barsby 27/04/2024

Fran Barsby 11/09/2019