



## Complaints Policy

Launch Learning Centre is committed to continually improving the products and services we provide by welcoming feedback from customers and our community. This policy underpins our commitment to acknowledge, investigate and respond to customer complaints and feedback, and to be open to opportunities to improve our systems and service.

We value your feedback and commit to resolving issues quickly, fairly, efficiently and with courtesy. Your rights to confidentiality, access, equity and transparency shall be maintained throughout the complaints handling process.

If you have a concern or wish to make a complaint we ask that you do this in writing via email: [info@launchlearningcentre.com](mailto:info@launchlearningcentre.com). We will respond to you within 2 business days, during the school term, with an outline of action to resolve the complaint.

The policy is available on our website or in hardcopy form in our office. Any changes made to the policy will be added to the policy outlined via the website [www.launchlearningcentre.com](http://www.launchlearningcentre.com) and sent to existing customers.

Should you have any questions or concerns regarding our Complaints Policy you can contact our directors via email: [info@launchlearningcentre.com](mailto:info@launchlearningcentre.com)

Last reviewed: 1 December 2025

Next review date: 1 November 2026

Responsible officers: Launch Directors