Edge Hill University’s Complaints procedure and related documents can be found here: <https://www.edgehill.ac.uk/documents/complaints-procedure/>

## DfE Whistleblowing and Complaints policies and processes:

[Complaints procedure - Department for Education - GOV.UK (www.gov.uk)](https://www.gov.uk/government/organisations/department-for-education/about/complaints-procedure)

[Whistleblowing for employees - GOV.UK (www.gov.uk)](https://www.gov.uk/whistleblowing)

[Contact the Department for Education (DfE) - GOV.UK (www.gov.uk)](https://www.gov.uk/contact-dfe)

## DfE Customer Service standards

Our Ministerial and Public Communications Division deals with most of our letters, emails, telephone enquiries and consultations.

We aim to:

* respond to your letters and emails (including complaints) within 15 working days, or 20 days for freedom of information requests (in line with government standards)
* answer at least 80% of calls within 30 seconds between 9am and 5pm on working weekdays
* give you a response from the person best placed to answer your questions or provide the advice you need
* be as polite, clear and helpful as possible
* encourage you to give us feedback on our service so we can improve it

However we cannot respond to complainants who use obscenities, racist or homophobic language, or who are personally offensive about members of our staff.