



ClassPilot Support and Complaints Policy

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This policy explains how to request assistance, report a serious issue and raise a complaint. Our current contact for every route is support@edapt-tech.co.uk. Support hours and any response commitments must be stated in the school's Order Form before service starts.

1 Contact and coverage

School administrators should coordinate routine setup and access requests where possible. Any user may report a suspected security incident directly. Include the school name, your role, the affected page or task, when the problem occurred and a concise description of what you expected.

Use fictional examples or redacted screenshots. Do not include passwords, sign-in codes, pupil spreadsheets or full reports in the initial email. We will agree a secure method if sensitive evidence is necessary.

This draft does not offer round-the-clock monitoring, a guaranteed response time, an uptime percentage or a guaranteed fix time. We will prioritise by impact and risk within the agreed coverage. These limits do not reduce our legal or DPA obligations.

2 How to label your request

Email subject	Use for
Urgent Security Incident	Suspected personal-data exposure, another school's data, a lost credential or unauthorised access. Notify your school lead too.
Service Outage	Widespread inability to sign in or use an essential function. Include the number of affected users and any immediate deadline.
ClassPilot Support	A functional issue, setup question or account problem without suspected data exposure.
Formal Complaint	An unresolved service concern or complaint about how a matter was handled. Include any existing reference.

3 Urgent risks

Do not continue exploring unexpected access or repeatedly retry actions that may corrupt records. Preserve minimal evidence and follow the school's incident process. For an immediate safeguarding or physical emergency, use the school's safeguarding route or emergency services. The support mailbox is not an emergency service.

4 Handling a request

We will assess the issue, seek any necessary information and explain the next step when responding. Account and data-changing requests require verification of the requester's authority. Diagnosis may involve a workaround, an application correction, supplier assistance or action by the school's IT team.

An initial response is not a promise that an issue is resolved. Where a material issue continues, we will agree an update point with the school and communicate changes to that plan. We will confirm the outcome and any action the school needs to take.

5 Maintenance and service changes

We will give reasonable advance notice of planned work likely to cause material interruption where practicable. Urgent security work may need to happen without advance notice; affected schools will be informed as soon as practicable. We will identify the expected impact and any preparation needed.

Requests for new functionality are considered separately from faults. A feature request does not become a delivery commitment unless expressly agreed in writing. School-owned devices, internet access and identity-provider issues may require the school's own IT support.

6 Complaints and escalation

Email Formal Complaint to support@edapt-tech.co.uk with the concern, relevant dates and the outcome sought. We will acknowledge the complaint when it is reviewed, explain who is handling it and set an expected date for a substantive response. If more time is required, we will explain why and provide a revised date.

If dissatisfied, reply requesting a review and explain what remains unresolved. As Edapt is currently operated by a sole trader, a separate internal appeal panel is not promised. We may seek appropriate professional advice and will provide a written final position.

Questions about a pupil's educational records should normally go to the school as controller. Individuals may raise data-protection concerns with the ICO without first exhausting this complaints process. Nothing here restricts statutory rights or contractual remedies.

7 Records and policy changes

We will retain only the support and complaint information needed for the relevant purpose, subject to applicable legal duties, the privacy notice and agreed deletion rules. Material changes to contact routes or support commitments will be communicated to schools. Contractual commitments cannot be reduced simply by publishing a revised policy.