Pavryn

If something is wrong: how to complain

Version 1, in effect from 20 November 2026.

We want to know when we have got something wrong, and we will not treat you differently for telling us. This page says how to complain to Pavryn, what happens next and how long it takes.

How to complain

- **Email** hello@pavryn.com with "Complaint" in the subject.
- **Or write to** Pavryn Ltd, 1 Broughton Close, Taunton, TA1 2JS.

Tell us what happened and when, what you would like us to do, and how to reach you. If it is about Pavryn Learn, say which council you are with. Please do not send anyone's training record or other personal details by email.

What happens next

1. **We acknowledge it** within two working days, and tell you who is dealing with it.
2. **We look into it.** We may ask you for more detail.
3. **We reply in full** within ten working days: what we found, what we will do, and by when. If we need longer, we tell you why and give you a date.
4. **If you are not satisfied,** tell us and a director of Pavryn will review the complaint and reply within ten working days.

If it is about your personal information

Email data@pavryn.com or write to our registered office. We will acknowledge your complaint within 30 days, look into it, and tell you the outcome without undue delay.

You can also complain to the Information Commission's Office (ICO): ico.org.uk/make-a-complaint or 0303 123 1113.

If your council gave you your Pavryn Learn account, your council decides what is recorded about you and why. Please raise a concern about your training record with your council first. If you send it to us, we will pass it to your council.

If it is about accessibility

Email hello@pavryn.com. Say what you were trying to do, the page, and the device and any assistive technology you use. We will reply within five working days. Our accessibility statement says what you can expect, the adjustments your council can make for you, and how we test.

If you are a council

Your agreement with us says who to contact about the service and how quickly we respond. This page does not replace it.

Pavryn Ltd, registered in England and Wales, company number 17483267. Registered office: 1 Broughton Close, Taunton, TA1 2JS. hello@pavryn.com · pavryn.com