



Complaints Policy and Procedure

Our Aims:

Listen to all complaints and suggestions

Make sure all staff and students understand how to make a complaint and what happens.

Ensure staff and students feel able to make complaints and suggestions.

Resolve problems in the best way possible.

Use complaints as an opportunity to review and improve the services we provide.

Consider and, if possible, act on suggestions.

Procedure

We hope that you will be happy with your experience with us. Please tell us immediately if you have a problem of any sort so that we can help.

However, if you wish to make a complaint, we have the following procedure:

Please see a member of staff. If you have a complaint, they will listen to it and try to find a solution to the problem or direct you to the best person to help. You will also be asked to fill in a complaints form.

If you are still not satisfied, please ask to see Jon Crocker. If he cannot resolve matters immediately, he will ask you to put your complaint in writing. You will receive a written response within 3 working days.

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Next update: 01 September 2025