



# Complaints Policy and Procedure

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| Approved by: | Liz Lee      |
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| Amended:     | Liz Lee      |

The following procedure is used to deal with a complaint from a student, including any complaint regarding educational matters. The aim is for it to be informal and to solve problems quickly, simply and fairly. It is hoped that most issues can be settled amicably at the first stage.

**First Stage** (Mention of Grievance)

- a. If you have a complaint, speak directly to the member of staff concerned.
- b. If you feel unable to approach that person, you should raise it with your course Tutor.

**Second Stage** (Informal Complaint)

- c. If the matter cannot be resolved satisfactorily at the first stage, the student may refer it to the Tutor or office as an informal complaint.
- d. They will keep a written record of the complaint, including the name of the complainant, the nature of the complaint and how it has been resolved.

**Third Stage** (Formal Complaint)

- e. If you are not satisfied that the grievance has been dealt with satisfactorily, you may make a formal complaint to the Managing Director within 8 weeks after the complaint occurred.
- f. The matter will be investigated.
- g. The Student will be given written notice of the outcome, and of any action taken or to be taken. Appropriate written records will be kept. You will receive an initial response to your complaint within 15 working days. A further more detailed response should be made if appropriate.
- h. A student who remains dissatisfied with the handling or the outcome of a complaint, including any grievance concerning the procedures applied by or a decision made by the Managing Director, may appeal in writing to the Education and Training Director, who may appoint, if necessary, an independent party to adjudicate on the matter.