

Complaints Procedure

Acculearn Training Limited

T/A

Cranbrook College

ACCULEARN

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To be reviewed: 11th May 2019

Complaints Procedure

The Centre encourages students' feedback about the services it provides; students wishing to make a comment or suggestion about Centre services, either academic or non-academic, can do so informally at any point of service delivery by contacting the appropriate person. Complaints on matters of Centre *Policy* should be directed to the Centre Manager.

At the same time, it is expected that in raising possible issues of complaint, students themselves will have observed their obligations as members of the Centre, through meeting their academic commitments and a level of general behaviour that accords with Centre regulations or reasonable consideration for others. As a part of our commitment students can

- Use either the ***informal complaint*** procedure for minor matters that one can often be resolved on the spot or
 - Use the formal complaints procedure where the informal approach does not work, or the complaint is of more serious nature.
 - While recognising that it is everyone's entitlement to have representation or support in making a complaint the Centre will normally only accept a complaint that is made in the complainant's own name, unless they are under 16 years of age.
 - Where possible complaints about staff, students and Centre facilities or services should in the first instance be made at the point of contact where every effort will be made to "put things right" immediately.
 - Complaints must be made in writing.
 - Complaints will be acknowledged in writing and every effort will be made to resolve the issue within appropriate time.
 - Where a complaint may take longer to resolve, for instance where external agencies may have to be consulted, the complainant will regularly be kept informed of progress.
- Complaints from others with a legitimate interest in the services provided by the Centre will be dealt with by this policy and procedure insofar as is practical. There are separate procedures for members of staff covering *Grievances* concerning their appointments or employment.

Every effort will be made to ensure that the procedure operates as closely as possible to its declared timetable, at low cost and with minimum documentation, but always within the spirit of fairness to all sides and without prejudice.

