Student complaint

Students can complain to

Any member of staff

Students' Union

Duty manager
(Via Reception)

Who will listen to your complaint and take appropriate action to resolve it

Complaint resolved

If unresolved

1. Complaint is documented in your presence by the member of staff you complained to
2. Agreed copy of complaint is given to you
3. Complaint is passed to Assistant Principal on the same day

Procedures for unresolved complaints

1 Assistant Principal Informs relevant Operational manager who is then responsible for investigating the complaint

2 Operational manager Investigates complaint on behalf of Assistant Principal and writes short report on result of investigation with appropriate action to be taken

This investigation will be conducted within 5 working days of receiving the complaint

Assistant Principal informs you in writing of outcome and actions to be taken within 10 working days