

### **Complaint procedure**

1. Any complaint received verbally, will first be addressed by the receiving staff member and then referred to a member of the Senior Management Team (SMT). The SMT will make every effort to provide local resolution and/or agree a route to address the complaint.
2. Complaints received in writing will be addressed by the SMT and a written response will be provided to the complainant with seven days.
3. In addressing any complaint, the SMT will look to fully understand the complaint and may request additional evidence or supporting information.
4. In addressing any complaint, the SMT will seek to reach a mutually acceptable and amicable conclusion.
5. In the event that the SMT finds the complainant complaint invalid or malicious the complainant shall be informed as such.
6. In the event that the complaint cannot be amicably resolved the student will be advised of the complaints processes available to them via the profession body and/or awarding body for the course they are attending.
7. A record of a complaint shall be maintained by the school for a period of not less than six years from notification of the complaint.