

# COMPLIMENTS & COMPLAINTS



Most complaints are resolved quickly if discussed with the right person

## Compliments

Give your compliments directly to a member of staff, their head of department or to the principal (either verbally or in writing)

If no response is required

Your feedback will be passed to relevant staff and will be used to continue to improve our service

## Complaints

Talk to your personal tutor or the head of department or faculty for any issue that requires attention

If the issue is still not resolved

Write to the principal outlining your concerns

Hand in your complaint to reception or send it directly to the principal's office. Your complaint will be read by the principal and you will receive an acknowledgement within 5 working days of receipt of your letter

The principal will pass the complaint to the most appropriate senior staff member who will ensure that a full investigation is carried out

With the agreement of the principal, the deputy principal will respond to your complaint in writing within 15 working days of receipt of your letter informing you of the outcomes of the investigation

If you are still unhappy with the investigation findings and wish to complain further, you can appeal in writing to the principal within 7 working days of receiving the deputy principal's response. The principal will review the investigation. If you are still dissatisfied with the outcome of the appeal you are entitled to complain directly to the Young People's Learning Agency (YPLA)