

# COMPLAINTS PROCEDURE

## What to do if you have a complaint:

1. First, speak to the Head of the Centre or the Assistant Head on duty who will be pleased to help you. Hopefully, he/she will be able to resolve the matter to your satisfaction and will log your complaint and the action taken for our records.
2. If the matter cannot be resolved so easily, he/she will record your complaint and ask you to complete a complaints form. If you prefer, you may email us on [yourvoice@scola.ac.uk](mailto:yourvoice@scola.ac.uk).
3. Your complaint will then be referred to a member of the Senior Management Team who will arrange for the appropriate member of staff to look into your concerns e.g. the Head of Department/Programme if it is a problem with the tuition you are receiving or to the Head of Centre if it is a problem with accommodation.
4. We aim to acknowledge your complaint within three working days of receipt, followed by a formal response within ten working days. In the event that it takes longer to resolve we will keep you fully informed.
5. The College also has separate formal procedures for dealing with incidents of racial harassment or other equal opportunities issues. Centre staff have copies of policies and procedures.
6. Please also see the 'Listening to You' section of the Student Handbook - we welcome any comments you have about the service we offer.
7. The College is committed to providing a happy environment in which effective learning can take place and we value all of your comments, compliments and suggestions. Your views are taken seriously and will be included in an annual report as part of the process of continuing improvement.