

COMPLAINTS

It's important that, as an organisation, we see complaints in a positive light. Most people who are unhappy with service they get in a shop, from a bank, from anywhere, will walk away rather than complaining. If our students do this, they probably won't come back, but we won't know why.

If people complain we have an opportunity to investigate the complaint and try to improve the situation, either for that student or for others.

Student Complaints

We ask students, in our brochure / on our website / in the student handbook, to contact the Principal or their Program Manager if they have a complaint.

We ask for complaints to be put in writing, so we can deal effectively with them. An anonymous complaint is difficult to act on because it may not be legitimately from a student.

In any case, we do not reveal the names of students who complain without their permission, and we would not do so unless we needed to for the resolution of the complaint.

Often we will contact other students for feedback about their experience of a course, a venue, a teaching style, whatever. If we do this we don't

mention that we have had a complaint because we want to get an unbiased opinion.

If your students have a complaint, please refer them to your Program Manager or to the Principal.

Staff Complaints

If you have a problem, concern or complaint speak to the Principal, who will try to resolve the complaint.

If your complaint is about the Principal, speak to your Program Manager who will put you in touch with the President of the College Council

As with student complaints, you will be asked to put your complaint in writing.