

Complaints Policy

Date: 30/09/2025

Review Date: 30/09/2026

1. Purpose

To ensure that all complaints are handled fairly, promptly, and without prejudice.

2. Stages of the Procedure

Stage 1: Informal Resolution

The complainant should raise the issue directly with the relevant tutor or staff member. Most concerns can be resolved informally.

Stage 2: Formal Complaint

If unresolved, a formal complaint should be submitted in writing to the Director.

A written response will be provided within 10 working days following investigation.

Stage 3: Appeal

If the complainant is unsatisfied, they may request a review by an independent panel appointed by B. Education. The panel's decision is final.

3. Confidentiality

All complaints are treated confidentially and handled in line with data protection requirements.

