

Complaints procedure

If you feel that we have failed to keep our promise to you, the following stages describe what you should do:

Stage 1

Make contact with the member of staff concerned or with the member of staff with whom you feel most comfortable. Discuss the problem with them and, if necessary, document the main points of concern on the Comments/Suggestions Form. You may feel you would like a member of the Students' Union to support your contact with staff.

Stage 2

If you are still dissatisfied...

Voice your concern with your Faculty Manager or the Vice Principal, or discuss your Comments/Suggestions Form with the appropriate Manager.

You can expect to have the first follow up to your concern within 10 working days.

Stage 3

If you are still dissatisfied...

Speak or write to the Principal. The Principal will investigate the matter and discuss the issue with you within 10 working days.

Stage 4

If you are still dissatisfied...

Write to the Chairman of the Corporation, c/o the academy, who will normally reply within 10 working days indicating what action is taking place.

Stage 5

If you feel that your complaint has been dealt with unfairly by the Trust or Corporation...

Write to the Education Funding Agency whose address may be obtained from the academy.