COMPLAINTS PROCEDURE

The Community Learning Centre is committed to providing the best possible standard of service. However, we realise that sometimes things do go wrong and we aim to sort things out quickly and effectively. Most problems can be resolved quickly and in the first instance you should raise the matter with your course tutor.

If you are not satisfied with the response from your tutor the Centre would encourage you to speak with another member of staff. Following this meeting if you are still unhappy we would encourage you to make a formal complaint. If you make a formal complaint, you will receive an acknowledgement within 5 working days of receipt of your complaint and a full reply within a further 10 working days. However, if we are unable to respond fully within these timescales, the Centre will notify you and provide a response as soon as possible.

Please return all forms or address all correspondence in relation to complaints to:

Community Learning Administrator
Community Learning Centre
Robert Pattinson School
Moor Lane
North Hykeham, Lincoln
LN6 9AF

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