


WHAT DO I DO IF I HAVE A QUERY, PROBLEM OR COMPLAINT?

 Please talk to the appropriate member of staff first and they will do their best to help (your teacher / your Group Leaders / your Guardians).

If you still have a problem,
then please see the relevant Head of Department :

Academic complaint :
Academic Manager

Customer Service :
Centre Manager

Accommodation :
Welfare &
Accommodation Officer
or Hall Manager

Activity complaint :
Activity Manager

ARE YOU
HAPPY WITH THE
OUTCOME?

YES

The issue is resolved, now the
complaint is **closed**

NO

If you are still unhappy, and the complaint
can't be resolved locally, please submit the
complaint via **email to our Head Office team**

ARE YOU
HAPPY WITH THE
OUTCOME?

YES

NO

You can contact our
ACCREDITATION BODY :
FELTOM www.feltom.com