

Complaints Policy and Procedure

1. Complaints Policy

The Banham Academy is committed to providing a high-level service to our customers. If you feel you do not receive satisfaction from us we need you to tell us about it. This will help us improve our standards.

2. Complaints Procedure

If you have a complaint, please contact:

Kevin Faulkner
Head of Quality Assurance and Compliance
20 Thornsett Road
London
SW18 4EF

Tel: 020 7819 3786

Email: kevinfaulkner@banhamacademy.com

3. Next Steps

- a. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2 – 5 working days of us receiving your complaint.
- b. We will record your complaint in our register within a day of having received it.
- c. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2 – 5 working days of your reply.
- d. We will then start to investigate your complaint. This will normally involve the following steps:
 1. We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request.
 2. We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 days from receiving their reply.
- e. We will then invite you to meet us to discuss and hopefully resolve your complaint. We will do this within 5 working days of the end of our investigation.
- f. If you do not want a meeting, or it is not possible, we will send you a detailed reply to your complaint. This will include suggestions for resolving the matter.
- g. At this stage, if you are still not satisfied you can write to the Managing Director who will reply within 10 working days.
- h. You are then able to escalate this to the Awarding Body and then the Qualifications Regulator.
- i. If you are on a Government funded programme, you are also able to complain to the funder. Details of the funder will be provided upon request.

If we have to change any of the stated timescales, we will let you know and explain why.

Kevin Faulkner
Head of Quality Assurance and Compliance