

Complaints Procedure



Name of centre: **SJC Training Academy of Hair & Beauty**

Policy Statement

The centre is committed to providing exceptional service. However, sometimes mistakes are made. When something goes wrong we need you tell us about it. This will help us to improve our standards. This complaints procedure is for people who feel dissatisfied with the service. You have a right to complain and have it investigated. The centre aims to learn from any mistakes and the complaints procedure is seen as very important in the continuous improvement cycle.

How to complain

Firstly, raise your complaint with the member of staff responsible for the service about which you are complaining. If the matter is not resolved, promptly or fully, by them the IQA will become involved to work with you and the individual or team to reach a satisfactory resolution. If you are not satisfied with how your complaint has been handled you may begin the formal complaint procedure by putting the nature of your complaint in writing to Sarah Chidley, Director.

What will happen next?

1. SJC will send you a letter acknowledging receipt of your complaint within 14 working days of receiving it, enclosing a copy of this procedure.
2. SJC will then investigate your complaint. This will normally involve reviewing your complaint with others involved.
3. SJC will send you a written reply to your complaint, including suggestions for resolving the matter, with 28 working days of sending you the acknowledgement letter.

Name Sarah Chidley.....

Name Emma Smith.....

Name

Name

The centre agrees to comply with the complaints procedure policy as outlined above:

Signature: *S.Chidley*..... Position: Director

Date: 15.01.2020

Signature: *E.Smith*..... Position: Manager ...

Date: 15.01.2020