

**Complaints From Students:**

**Stage One**

Academic Complaints: The college expects complaints about courses to be made to their Head of Academics in the first instance. Where this is not possible or does not result in satisfactory resolution, the complaint should be submitted in writing through the form.

Non Academic Complaints: All comments/complaints will be forwarded to the Welfare Officer (registrar) who will acknowledge receipt within one working Week. The welfare officer will then forward to the relevant college manager.

The College usually expects complaints to be made by the person concerned. However it will consider complaints made by a learner's parent or guardian/s.

**Please note that anonymous complaints cannot be investigated.**

**Stage two**

The relevant college manager / head will respond in writing within one working Week, explaining what has happened as a result of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that our employees are afforded appropriate dignity at work.

If the complaint requires further investigation that cannot be carried out within the Week, the manager shall keep the complainant informed and specify a date when a response can be given.

**Stage three**

If the complainant is still dissatisfied with the response then the matter will be referred to the Principal. The Principal will respond within three Weeks.

The total comments/complaints procedure should be finalised in no more than 4 working Weeks unless there are exceptional circumstances in which case the complainant will be kept informed of progress.

**Stage Four**

If you are not satisfied with the decision made by the principal, the stage four is launching your complaint with the external body. The details of which can be obtained from the office.

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