



LONDON CENTER COLLEGE

ALWAYS A STEP AHEAD

Complaints policy

We are committed to provide the best possible service to the students. We try to deal with any complaint to improve things. All complaints are dealt by the senior managers in the college. We have a designated complaints manager to deal with any complain from the students.

How to Complain

There is a complaint form in the Moodle and also in the college website. Students and customers can download it and submit it to The Complaints Manager.

Alternatively the form can be electronically sent to - Email: complaints@londoncentercollege.org.uk

How your complaint will be handled?

All complaints will be investigated as fairly and fully as possible.

We will acknowledge a written complaint within 5 working days of receipt of the complaint.

We will send a detailed written response to your complaint within 10 working days. If a full response is not possible within this time, you will be told how your complaint is being handled.

Taking your complaint further

If you are dissatisfied with the outcome of your complaint you should write directly to the principal. You also have the right to complain to the Skills Funding Agency or the Secretary of State for Education and Skills.

LCC Complaint form (Confidential)

Name:

Student's name: (if complaining on behalf of a student)

Contact details: (address, email, phone)

If the complaint relates to a current or previous student, please give details of courses studied and name of current tutor:

Statement

Please include the nature of the formal complaint, relevant dates and the steps which have already been taken to resolve this matter (continue overleaf or on a separate sheet if necessary)

Signed:

Dated:

Please return the completed form to the Complaint Management Team.