



## General Complain Procedure

### STEP 1

If you are unhappy with the way you have been treated or with the service we have provided then talk to the member of college staff who is responsible or who is involved in the problem.

You can do this either:

- In person, or
- By telephone 0208 539 1149

Your problem may be resolved on the spot.

### STEP 2

If you find that Step 1 did not resolve the problem, you may wish to make a formal complaint. To do this you should:

#### **Put your complaint in writing**

A General Complaints Form is available from the Reception or can be downloaded from website, in the Downloads section.

#### **Send your complaint to:**

Severn Business College  
806 High Road, Leyton  
London, E10 6AE, UK

#### **or email your complaint to:**

[info@severnbusinesscollege.com](mailto:info@severnbusinesscollege.com)

You will send an acknowledgement to you within 5 working days of its receipt, and write back to you with a full response normally within 20 working days of receiving your complaint.

### STEP 3

If you are dissatisfied with the response you receive, you may:

Appeal to the Principal/Director of the College, in writing, stating your reasons with all evidence.

#### **Send your appeal to:**

Principal/Director  
Severn Business College  
806 High Road, Leyton  
London, E10 6AE, UK

#### **or email your appeal to:**

[info@severnbusinesscollege.com](mailto:info@severnbusinesscollege.com)

You will be notified in writing of the result of your appeal after all evidence has been reviewed. This will normally be within 20 working days of receiving your appeal.