



THE
HAWTHORNS SCHOOL

Complaints Procedure

Introduction

This policy is designed for candidates who have enrolled on any course or renewal at The Hawthorns School, Bletchingley, Surrey within the Approved Training Centre (ATC). It details the procedure to follow when making a complaint.

The Hawthorns School values candidate feedback and would like to be made aware of instances where our level of service has not met expectations.

All complaints will be taken seriously and dealt with in strict confidence until a resolution has been concluded. Candidates will not be disadvantaged by making a complaint.

Procedure for Complaints

- The complaint should be submitted to the Director of Sports & Leisure in writing with supporting evidence where possible.
- Written correspondence can be sent through email to A.Morris@hawthorns.com or a letter addressed to

Mr. Andrew Morris
Director of Sport & Leisure
The Hawthorns School
Pendell Court
Bletchingley
Surrey
RH1 4QJ

- The complaint shall be reviewed initially by the Approved Training Coordinator. A confirmation email will be sent within 7 days to confirm that the complaint has been received; we then aim to fully respond to all complaints within 14 days.
- Where deemed appropriate, the complaint and any action taken will be reported to IQL UK.

If candidates do not feel that their complaint was dealt with appropriately by the Approved Training Centre/Provider, they can forward their complaint to IQL UK via mail@iql.org.uk.



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Review arrangements

Approved Training coordinator will review the policy annually and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.

If you would like to feedback any views, please contact us via the details provided below.

Sean Buchan

Assistant Manager

The Hawthorns School Sports Centre

Pendell Court

Bletchingley

Surrey

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