



Complaints Policy & Procedure

Like all companies and organisations we work hard to minimise the potential for complaints. However, we also recognise that on a small number of occasions we may well fall short of our own high standards. Our principles in addressing complaints are :

Fairness

We want to be fair to both the complainant and ourselves and will therefore seek to establish the facts of the matter in hand and not simply rely on 'hearsay' or opinion from either side.

Timely

We will acknowledge by post any complaint within 5 working days of receipt and will forward a full response within a further 28 working days.

Complaints must be received in writing within 14 days of any event. After that period it is at the discretion of Coeus Education Ltd as to whether or not the complaint will be considered.

Clarity

Any response we make will identify the factors that have been taken into account in reaching our conclusion and any relevant recompense.

Reasonable

We seek to be reasonable in dealing with any complaints. This means that we will try to recognise the potential / real impact of any complaint we find upheld and provide (where appropriate) recompense that we consider 'reasonable'.

Absolute

The outcome of any complaint is final. The decision as to the level or type of any recompense is at the discretion of Coeus Education Ltd.

Written

Complaints should be sent in writing and by recorded post only. E-mail should not be used as this can be 'lost' or circulated widely before the process is complete. The outcome of any complaint will also be communicated in this manner.

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