



All complaints (*see guidance note) will be handled in an efficient, professional and non-confrontational manner and in accordance with Barry Bennett procedures.

Step 1

You can make a complaint by telephone, email or in writing. The first step is to contact the supervisor of the department providing the service you wish to complain about. Tell them the problem and they will try to resolve your complaint for you. If not, we will contact you by telephone or email within one working day. If you do not know who to contact, please ring our main office telephone number: **01204 534 311**.

Step 2

If you are not satisfied with the answer you received at step one, or you don't want to contact the supervisor directly and/or are unable to contact us by telephone, you can complete the online form on our website with your name and contact details and click send. A senior manager will then investigate your complaint. We aim to give you a full reply by letter or email within three working days.

Step 3

If you are still not satisfied you can ask for your complaint to be looked at by the Managing Director. The Managing Director will deal with your complaint and will give you a full reply by letter or email within three working days.

Where applicable (DSA related complaints), and depending on the nature of the complaint, in the event of an impasse being reached between Barry Bennett and the student / customer concerned, the matter will be referred back to the Disability Officer or Assessor or their Assessment Centre. If that fails to resolve the problem then, and only then, will the matter be referred to the funding body, who together with the assessor, will make the final decision.

***Guidance note**

A complaint is any expression of dissatisfaction by a customer whereby company policy, procedure or service level has not been delivered.

Antony Bennett
Managing Director
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