


## Complaints Policy

Clifford College is committed to delivering the highest possible standard of service to our customers as stated in our quality policy.

It is recognised that, on occasions, our customers may not be totally positive about our service and it is important to Clifford College that any such concerns are received positively, investigated thoroughly and dealt with accordingly; the results of which may necessitate an amendment to our working practices and procedures to better accommodate the needs of our customers.

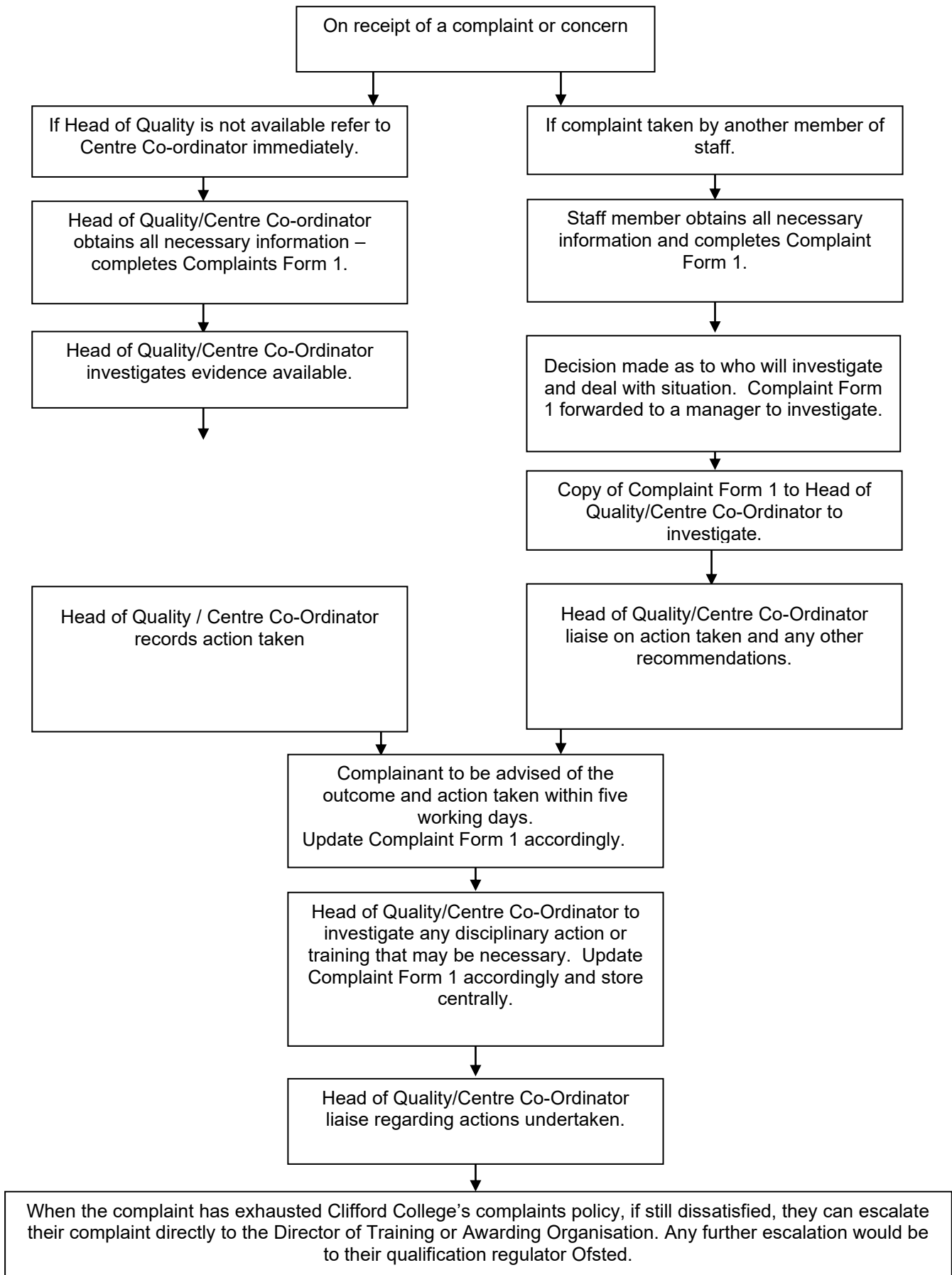
All complaints are dealt with according to the Complaints Procedure and findings are recorded on the Complains Form. The Head of Quality informs the complainant of who is dealing with the complaint and advises that they will be advised of the outcome and the action taken within 5 working days.

Signed:   
\_\_\_\_\_

Christine Haycocks  
Head of Quality

Date: 1<sup>st</sup> August 2025

## Complaints Procedure



## Concern/Complaint Form

Date of Concern/Complaint: \_\_\_\_\_

Person dealing with Complaint: \_\_\_\_\_

Client Name: \_\_\_\_\_

Client Address:

\_\_\_\_\_  
\_\_\_\_\_

Client Tel No: \_\_\_\_\_

Nature of Concern/Complaint:

\_\_\_\_\_

Action taken:

\_\_\_\_\_

By whom:

\_\_\_\_\_

## Concern/Complaint Form

Investigative Notes:
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### Outcome of Investigation

Response to Complainant:	
Training Need identified/Disciplinary Action:	
Referred to:	Date:

Management Team Meeting Agenda Item:
Further Notes: