

ESE complaints procedure

We aim to enhance your experience by providing the highest level of support and customer service to our School's community.

Whilst we do everything we can to make sure your experience goes smoothly and as expected, we accept that on occasion you may feel dissatisfied with the quality of the service that is being provided.

You have a right to make a complaint about any of the services provided by the school.

Where problems with a service do not relate specifically to the support and information zone, we will direct your feedback to the most appropriate person.

If you are unhappy with our service, please tell us. We really value your feedback and where things may have gone wrong, we aim to learn from it and put things right as quickly as possible. In cases where an informal solution cannot be found, or if you are not happy with the first response you receive, you can make a more formal complaint. Our complaints procedure is outlined below:

Stage 1 (informal)

Please let us know your concerns by speaking to the Students Services team member face to face or on the telephone. You can also let us know by email or by providing written feedback to your Student Representative. We will do everything we can to resolve the issue as quickly as possible.

Stage 2 (informal)

If we cannot help you satisfactorily at the first point of contact, we will take the details of your complaint and pass it to the Student Service Coordinator. Your complaint will be acknowledged within five working days, and we aim to resolve it within 10 working days.

Stage 3 (informal)

If we have not been able to resolve your complaint to your satisfaction, we will forward your complaint to the Campus Manager. Your complaint will be acknowledged within five working days.

Informal complaints are to be used if you wish to claim that:

- the service delivered was unsatisfactory
- the environment we provide is unsatisfactory
- a member of staff did not act appropriately
- you have been treated unfairly or with disrespect



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At the end of the process, we will contact you to check that we have answered all the points raised and you are happy with the outcome.

Stage 4 (formal)

In the unlikely event that your complaint is still unresolved you will be referred to the formal School's complaints procedure.

All complaints will be treated impartially and confidentially.

For all other complaints, you should initially contact the appropriate Head of Department for the academic or professional services area. Please refer to the Student Complaints Policy for additional information.

Reviewed: January 2025