



CAMBRIDGE MANAGEMENT AND LEADERSHIP SCHOOL

COMPLAINT POLICY

Introduction

Cambridge Management and Leadership School (CMLS) aims to provide a high-quality service to students and potential students but recognises that occasionally things do go wrong. In many cases problems or misunderstandings can be dealt with by discussion between staff and students/ potential students but in other instances it may be appropriate to pursue the matter in a more formal way.

This procedure is intended as a guide to all students and potential students, demonstrating the way that complaints should be made and how they should be resolved in an effective way. Whatever your complaint, you can expect it to be dealt with promptly and fairly and in accordance with the Centre's official policies and procedures. If you are thinking about making a complaint you may wish to consult the Centre Manager Office for advice before doing so.

This complaint procedure is part of the Centre's process of quality review and improvement. Complaints are considered as useful feedback rather than criticism and are always valued. If you have any comments to make about this procedure, please contact the Centre Manager Office.

The Complaints Procedure

Step 1

If you have a complaint, in the first instance, discuss the problem with the member of staff most directly concerned.

Step 2

If, having discussed the matter with the relevant individual you remain dissatisfied, or if your complaint concerns a member of staff or is otherwise of a confidential nature, you should contact the Centre's Manager Office. Contact can be made in several ways:

Completion of a feedback form

Feedback forms can be collected from all centre reception desks or you can request one to be e-mailed or posted.

Registering a complaint by e-mail

Complaints can also be sent to the Director at the following address:

info@cmls.org.uk

When registering a complaint by e-mail, students should include the same information as required in a letter of complaint.

Step 3 – Acknowledgement

The first record of a complaint will be acknowledged by the Director within 3 working days of receipt.

Step 4 - Independent Senior Officer

On receipt of your complaint the quality team will contact the most appropriate senior member of staff (who will not be previously involved in the matter) and an investigation will take place. The Senior staff member investigating the complaint will contact you as soon as their investigation is complete. This would normally be within 10 working days but can sometimes take longer. If at any time, however, you would like information concerning the investigation you may contact the Director directly.

Wherever possible you will be contacted by telephone with the results of the investigation into your complaint. At this time, you will be asked whether you are satisfied with the outcome and will have the opportunity to ask any questions regarding the investigation. If you are satisfied with the outcome the complaint will be closed.

(If any complaint is considered to be of a serious nature the complaint will be immediately brought to the attention of the Principal who will lead any investigation).

Step 5 – Independent Panel

If you are not satisfied with the findings of our investigation you may request the matter to be re-investigated. At this point your complaint and findings of the primary investigation will be passed to an independent panel (not recruited by the CMLS within last three years) for by the Director. During a re-investigation it is likely that you will be invited to give more detailed information. Please note that independent panel cost (Ad hoc) will be beared by the complainant.

Step 6 – Awarding Body

If you are not satisfied with the outcome of your complaint. Then your complaint will be forwarded to the relevant awarding body for further investigation. Awarding body may ask previous record of investigation/outcome of the complaint.

Step 7 – Record Management

All correspondence will be recorded by the CMLS as per its data retention/data protection policy and the confidentiality of information will be maintained by the CMLS.