

COMPLAINTS PROCEDURE

We are committed to providing high quality services to our delegates and recognise that everyone has the right to make complaints or raise concerns and that valuable lessons can be learnt from listening to our delegates. Whatever the reason for the complaint, Scandinavian Skincare Academy will endeavour to investigate and to rectify where we can.

Please feel free to use one of the following options:

- Contact the member of staff who is associated with the service that you wish to complain about and we will use our best endeavours to deal with the complaint immediately.
- Contact the academy administrator if you do not feel it is appropriate to complain to the person that you usually deal with. We will record the complaint and deal with it within 3 working days and if necessary, a written acknowledgement will be sent to the delegate.

The investigation will identify the events and issues leading up to and including the circumstances of the complaint, and will be compiled into a written report. This will be kept on file for a period of twelve months, with all other written records and correspondence.

The tutor or academy administrator will do all s/he can to resolve the matter and to reach a mutually satisfactory outcome.

If the complainant is not satisfied with the full responses to the complaint, they may appeal in writing, stating reasons.

If the matter remains unresolved, arbitration by an independent organisation could be sought by any of the parties involved.

Complaint

Delegate's

Name: _____

Grievance

against: _____

Tutor:

Delegate's Signature: _____

<p>Grievance: (attach supporting evidence, if required)</p>	
<p>Present at Interview:</p>	
<p>Conclusion:</p>	
<p>Plan of action:</p>	

Tutor's Signature: _____

Principal's Signature: _____