

## STUDENT COMPLAINTS PROCEDURE

### **STAGE 1 – Informal**

Sassoon recognises that from time to time students may wish to raise matters regarding their studies that they feel to be of concern. In this respect the company's policy is to encourage free communication between students and their teachers/principals to ensure that questions and problems arising during the course can be aired and, where possible, resolved quickly and to the satisfaction of all concerned.

### **STAGE 2 - Formal**

Where a complaint cannot be dealt with informally, the following procedure should be adopted. If the concern is against an assessment decision, this should be taken up in accordance with the City and Guilds appeals procedure.

1. Where a student has a complaint he or she should initially raise the matter in writing to the Senior Principal. They will invite the student to attend a formal hearing to discuss the complaint. After due consideration, the Senior Principal will give a decision in writing, if possible within five working days of the complaint hearing.
2. If the matter is not resolved and the student still remains dissatisfied, the student may raise the matter with the UK Academy General Manager, who will obtain the Principal's record of the complaint and record any additional information. A decision will be given in writing, if possible, within 10 days of this meeting.

### **STAGE 3 – External**

Where a complaint from or on behalf of a student remains unresolved, the matter may be passed to an independent adjudication panel. The panel will consist of Caroline Collins, Head of HR for Regis UK Ltd and Jacky Jones, Techbac Pioneer Manager for City and Guilds. Once all details of the matter have been fully investigated a decision will be given in writing, if possible within 10 days of the hearing. This decision will be final.

Please note – Stage 3 of this policy will only be invoked once all other stages have been actioned.