



## **Sussex Business School Limited – Complaints Policy and Procedure**

### **Purpose**

This document sets out guidance about how to make a complaint to Sussex Business School Limited and the procedure to follow.

### **Introduction**

Sussex Business School is committed to providing a duty of care to its Learners, and to delivering a high standard of customer service.

Feedback is most welcome and will help towards improving our service.

### **Definition of Complaints**

The term “complaint” means a communication to Sussex Business School Limited in which a person expresses dissatisfaction with a particular situation.

- A complaint may relate to, for example:
- A failure to provide a service
- Inadequate quality or standard of service
- Wrong information about academic programmes
- The quality and availability of facilities and learning resources
- Accessibility of assessment
- The behaviour of a member of staff.

### **Notification of complaints**

Please notify all complaints in writing using one of the following options:

By Post:

Support Services  
Sussex Business School Limited  
Unit 7, The Innovation Centre,  
Highfield Drive  
St Leonards  
East Sussex  
TN38 9UH

Or via email: [support@sussexbusinessschool.com](mailto:support@sussexbusinessschool.com)

**Sussex Business School Limited**

**Reviewed: September 2021 – Next Review: September 2022**



## **Procedure**

Where Sussex Business School Limited receives a complaint, it is important that this is dealt with promptly and in line with Sussex Business School Limited procedures.

Sussex Business School Limited's procedure for complaints may involve the following actions:

1. Complaint received
2. Complaint acknowledged
3. Complaint reviewed and investigation undertaken (where necessary)
4. Response made
5. Action taken / planned
6. Notifying the regulators (where necessary)
7. Recording the complaint
8. Appeal handling

### **1. Complaint received**

Please provide as much information as possible regarding the complaint, which may include copies of emails sent / received, records of telephone calls, letters etc.

Please make it clear that the communication is a complaint by putting the word "complaint" in the letter or email header / title.

If a complaint is received in person or by phone, the complainant will be asked to put it in writing.

### **2. Complaint acknowledged**

Sussex Business School Limited will contact the complainant within 3 working days of receiving the complaint by email or letter to acknowledge the complaint.

### **3. Complaint reviewed**

Sussex Business School Limited will review the information presented and investigate the complaint directly. This investigation will be carried out by the Directors / Management Team as appropriate.



Following a review of the complaint, it may be appropriate to investigate the matter in more details.

Sussex Business School staff will do this following the Sussex Business School Limited investigation procedure.

#### **4. Response made**

Sussex Business School Limited will respond to the complainant by email within 28 working days.

Complainants will be informed as appropriate of any actions taken / to be taken.

#### **5. Action taken/planned**

Sussex Business School Limited will take the appropriate preventative and / or corrective action.

Complainants will be informed where appropriate about the action taken.

#### **6. Notifying the regulators (where necessary)**

In cases where there could be adverse effect (e.g., cases with alleged fraud or serious threat to the integrity of CMI / OTHM qualification or Sussex Business School Limited), Sussex Business School Limited is required to escalate the matter immediately to the appropriate regulatory bodies. Sussex Business School are required to co-operate in full, providing information and taking appropriate action.

#### **7. Recording the complaint**

The complaint needs to be recorded to ensure an audit trail.

The complaint is recorded on Sussex Business School Limited database.

**PLEASE NOTE:** *whilst a complaint is being reviewed Sussex Business School may decide to pause current learning support (including system access) with learners. If this occurs then learners will receive an appropriate extension to their learning when the complaint has been resolved, to prevent any disadvantage.*