



The Percival Guildhouse Complaints Procedure

The Percival Guildhouse (PGH) is committed to providing a quality service for its students, staff, tutors and trustees by working in an open and accountable way that builds trust and respect. It wishes to respond positively to complaints and to resolve them as quickly as possible.

To do this PGH wishes to ensure that:

- making a complaint is as easy as possible;
- all complaints are understood to be an expression of dissatisfaction which calls for an immediate response;
- complaints are dealt with promptly, politely and, when appropriate, confidentially;
- a response is given to all complaints - for example, with an explanation, an apology or information on any action taken;
- each complaint is recognised and the action taken helps to improve the service;
- this policy is reviewed annually.

PGH, therefore, wishes to:-

- resolve informal concerns quickly;
- keep matters low-key where possible;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. However, if concerns cannot be satisfactorily resolved informally (or are not appropriate for informal resolution), then a formal complaints procedure (similar to the Grievance Policy process) will be followed.

See accompanying flow chart:

