

# WESTBOURNE ACADEMY COMPLAINTS POLICY AND PROCEDURE

NOT HAPPY? SPEAK TO THE PEOPLE BELOW:

<p><u>Classes</u></p> <p><b>Eloise Warren,</b> <i>Director of Studies</i></p> <p><b>Gary Garfield,</b> <i>Academic Administrator</i></p>	<p><u>Socials / Excursions</u></p> <p><b>Mark Halls,</b> <i>Principal</i></p>
<p><u>Accommodation</u></p> <p><b>Vanessa Elphick,</b> <i>Head of Accommodation</i></p>	<p><u>Any Other Services</u></p> <p><b>Mark Halls,</b> <i>Principal</i></p> <p><b>Erin Fry,</b> <i>Head of Administration</i></p>

If you are still not happy, please speak to reception to book an appointment with **Richard Surtees**, Managing Director

**We will reply to your complaint as soon as we can  
(maximum 7 days)**