

# WESTBOURNE ACADEMY COMPLAINTS

## POLICY AND PROCEDURE

If you are not happy about any of the following, please speak to:

<p><u>Classes</u> <b>Mark Halls,</b> <i>Director of Studies</i></p> <p><b>Gary Garfield,</b> <i>Academic Administrator</i></p>	<p><u>Socials / Excursions</u>  <b>Mark Halls,</b> <i>Head of School</i></p>
<p><u>Homestay</u>  <b>Vanessa Elphick,</b> <i>Head of Accommodation</i></p>	<p><u>Any Other Services</u> <b>Mark Halls,</b> <i>Head of School</i></p> <p><b>Ana Gomez,</b> <i>Office Manager</i></p> <p><b>Erin Fry,</b> <i>Head of Administration</i></p>

If you are still not happy, please speak to

**Richard Surtees,** *Principal:*

*Richard.Surtees@NCCLondon.ac.uk*

**We will deal with your complaint and reply  
to you within five working days**