

WESTBOURNE ACADEMY COMPLAINTS POLICY AND PROCEDURE

If you have any problems or complaints please speak with the person below:

<p><u>Classes</u></p> <p>Louise Ingham, <i>Director of Studies</i></p> <p>Gary Garfield, <i>Academic Administrator</i></p>	<p><u>Socials / Excursions</u></p> <p>Mark Halls, <i>Principal</i></p>
<p><u>Accommodation</u></p> <p>Vanessa Elphick, <i>Head of Accommodation</i></p>	<p><u>Any Other Services</u></p> <p>Mark Halls, <i>Principal</i></p> <p>Kathryn Connolly, <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)**