

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>Emma-Jayne Lochhead <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)**