

Westbourne Academy

Complaints Policy and Procedure

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

Classes

Louise Ingham
Director of Studies

Gary Garfield
Academic Administrator

Socials / Excursions

Mark Halls
Principal

Any Other Services

Mark Halls
Principal

Emma-Jayne Lochhead
Head of Administration

Accommodation

Vanessa Elphick
Head of Accommodation

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)**