

Complaint Procedure

Are you unhappy about something at the college? Would you like to make a complaint? 😞

If the answer is 'YES', then you need to read this:

It is important to us at KKCL that all of our students feel like they are receiving fair and reasonable treatment. For this reason, we have an established procedure for dealing with your complaints.

Academic

Level 1

- Speak to your teacher /lecturer.
- If possible, come to an agreement with them about any changes to be implemented.
- Give a reasonable amount of time for any changes to be implemented.
- If it is not possible to reach an agreement with your teacher, you will need to escalate the matter to the next level.

Level 2

- Please fill in a complaints form which can be found in reception, place it in an envelope marked 'Complaint' and put it in our Mailbox.
- Once assessed, you will be contacted by the relevant member of staff.
- We hope that your complaint will have been resolved by now; however, if you still feel that there is a problem, the matter can be taken one step higher – to the Director.

School Administration

Level 1

- Speak to one of the College administrators at the front desk. If the problem can be easily resolved – they will help you.
- If your complaint is regarding one of the administrators, then you will need to escalate this to the next level.

Level 2

- Please fill in a complaints form which can be found in reception, place it in an envelope marked 'Complaint' and put it in our Mailbox.
- Once assessed, you will be contacted by the relevant member of staff.
- We hope that your complaint will have been resolved by now; however, should there still be a problem, it will be escalated to the College Director.

REMEMBER!

We want you to be happy here at KKCL.

