



**CAISTER ACADEMY**  
*Creative Education Trust*  
School of Literature  
and Performing Arts

## Learner Complaints Policy

1.1 We take any complaints seriously about any service provided by the Centre very seriously. Any complaint will be thoroughly investigated and the person who has reported it is kept fully informed of the progress. 1.2 If you wish to register a complaint, please contact the Head of Centre or Examination Office, in the first instance. In the event that your complaint is against the Head of Centre you can contact the Chair of Governors.

1.2 We will acknowledge your complaint formally within 3 working days and then commence a thorough investigation. You will be kept informed of the progress throughout the investigation and once the complaint has been resolved we will inform you of the outcome.

1.3 All awarding bodies will have their own Complaint Procedures and these are available on their websites or by asking the Centre for a copy.

1.4 If the complaint is about final result issued to a candidate, the Centre will follow the correct procedures as outlined in the Enquiry About Results (EAR) as set out in each Awarding Bodies and JCQ (if applicable) policies.