



Student Complaints: Policy & Procedure

School Charter

At the London School of Beauty and Make-up we are committed to offering a consistently high level of teaching provision, while maintaining strong relationships with our students. However, we also recognize that issues can occur and should students wish to raise a legitimate complaint; we have a responsibility to ensure that a clear and accessible procedure is available in order to effectively and efficiently resolve the discrepancy.

Sequence of Complaints Procedure:

Individual Concerned -> Student Welfare Office -> School Administration Manager -> Chief Operating Officer -> Independent Adjudicator

Stage 1 – Informal Resolution

Every reasonable effort should be made at this point to resolve the issue informally, by you raising the complaint with the staff member directly.

However, we appreciate that in certain circumstances, you may not feel in a position to approach the staff member concerned. In such cases, you can contact the Student Welfare Officer who can coordinate a meeting on your behalf, or alternatively, act as a mediator during an informal meeting with you and the staff member concerned.

Jessie Krasniqi – Student Welfare Officer [jessie@beauty-school.co.uk]

All Lecturer e-mail addresses can be found within the student induction handbook

Stage 2 – Lodging a formal complaint

Most issues are resolved before this point. However, should you feel that your complaint has not been addressed fairly, reasonably or appropriately during the informal stage; then a formal complaint can be lodged?

Students must complete a complaints form, available from the Student Welfare Officer. Once completed and returned to the Student Welfare Officer, the official complaint will be investigated by the Principal.

Throughout the complaints process, every effort will be made to acknowledge a formal complaint within five working days. You should then receive a written response within twenty working days; unless there are exceptional circumstances, whereby you will be informed that more time is required to investigate the complaint thoroughly.

Stage 3 – Review by the Finance and Operations Director

Should you continue to feel dissatisfied following the result of Stage 2, you should

contact the Finance and Operations Director in writing within seven days from receiving the written response.

You will receive a letter from the Finance and Operations Director within five working days, acknowledging their request to further the complaint. Finance and Operations Director will then independently review the decision made in Stage 2, alongside all other relevant information.

You will receive a written response within twenty working days, unless there are exceptional circumstances of which students will be notified.

Stage 4 – Independent Adjudicator

In the unlikely event that you do not feel that a satisfactory solution has been attained, you must inform the Director of Education in writing of your decision to pursue the complaint further. It is then your responsibility to contact the Independent Adjudicator directly.

The Independent Adjudicator is assigned to perform within a strictly objective capacity; to ensure a fair and reasonable result. They will investigate the complaint and review the outcomes of Stages 1, 2 and 3. Based on this investigation, the Independent Adjudicator will reach a final decision which will be communicated to both you and the School in writing.

Mr Richard Bunkham, HR Consultant, Recruitment and Career Coaching Specialist
[Richard@totalcareersolutions.com]

Additional Points

- Students currently registered and those who have graduated from the School within the last three years will qualify to lodge a complaint.
- The School reserves the right to refuse any complaint lodged more than three years after the incident to which it relates.
- The student will be consistently informed of the progress of their complaint during the complaint procedure and they will receive reasons in writing for any decision reached at each stage of the process.
- Students are entitled to be accompanied to any meeting by a member of the School, such as, a peer or member of staff.
- The School is conscious of its duty to maintain the rights of those who are falsely accused within a complaint. Consequently, where a student is found to have manufactured an unfounded complaint or relied on false information, the School will exercise its Disciplinary Procedure in respect of the student's conduct.
- Students are expected to conduct themselves during the complaints process in a reasonable manner; any aggressive or inappropriate behavior will not be tolerated.
- Thank you for continuing to work with the school, we appreciate your support and value your feedback. For further information, or advice on how to raise an issue, contact the School's Student Welfare Officer.