



# Specialist Academic Support

## Complaints Handling Policy

### Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. All complaints will be dealt with in an open and nil confrontational manner. By SAS resolving complaints to the mutual satisfaction we aim to improve our standards.

If you have a complaint, please contact us with the details of the complaint including the details of your funding authority.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint and review your matter.
3. Carla Smalley will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Carla Smalley will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, Carla Smalley will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. If you are still not satisfied, you can then contact my professional body who maybe able to offer further assistance.

UMHAN at

Walker Bldg,  
58, Oxford St,  
Birmingham  
B5 5NR  
Sent from my iPad

7. Finally you have the right to refer the complaint to Student Finance England