Informal Stage (verbal) Raise matter with Clerk to the Corporation	Customer	Informal Complaint Form	Learner Services	See Note 1
Response to be provided within 15 working days	Clerk to the Corporation	Verbal response **OR** Formal Letter **OR** Emailed response	Clerk's Office	

SHOULD THE CUSTOMER NOT BE SATISFIED WITH THE OUTCOME, ISSUE SHOULD BE PROGRESSED TO THE FORMAL STAGE

Formal Stage (written) Written complaint to the Clerk to the Corporation- Middleton Campus	Customer	Formal Letter Or Formal Complaint Form	Learner Services	See Note 2
Acknowledgement of receipt within 5 working days	Clerk to the Corporation	Formal Letter	Clerk's Office	
Complaint investigated and response within 15 working days provided	Clerk to the Corporation	Formal Letter	Clerk's Office	

SHOULD THE CUSTOMER NOT BE SATISFIED WITH THE OUTCOME, ISSUE SHOULD BE PROGRESSED TO THE APPEALS STAGE

APPEALS STAGE Formal complaint to LLSC or Secretary of State for Education and Employment	Customer	Formal Letter	Local Learning and Skills Council (LLSC) or Secretary of State for Education and Employment