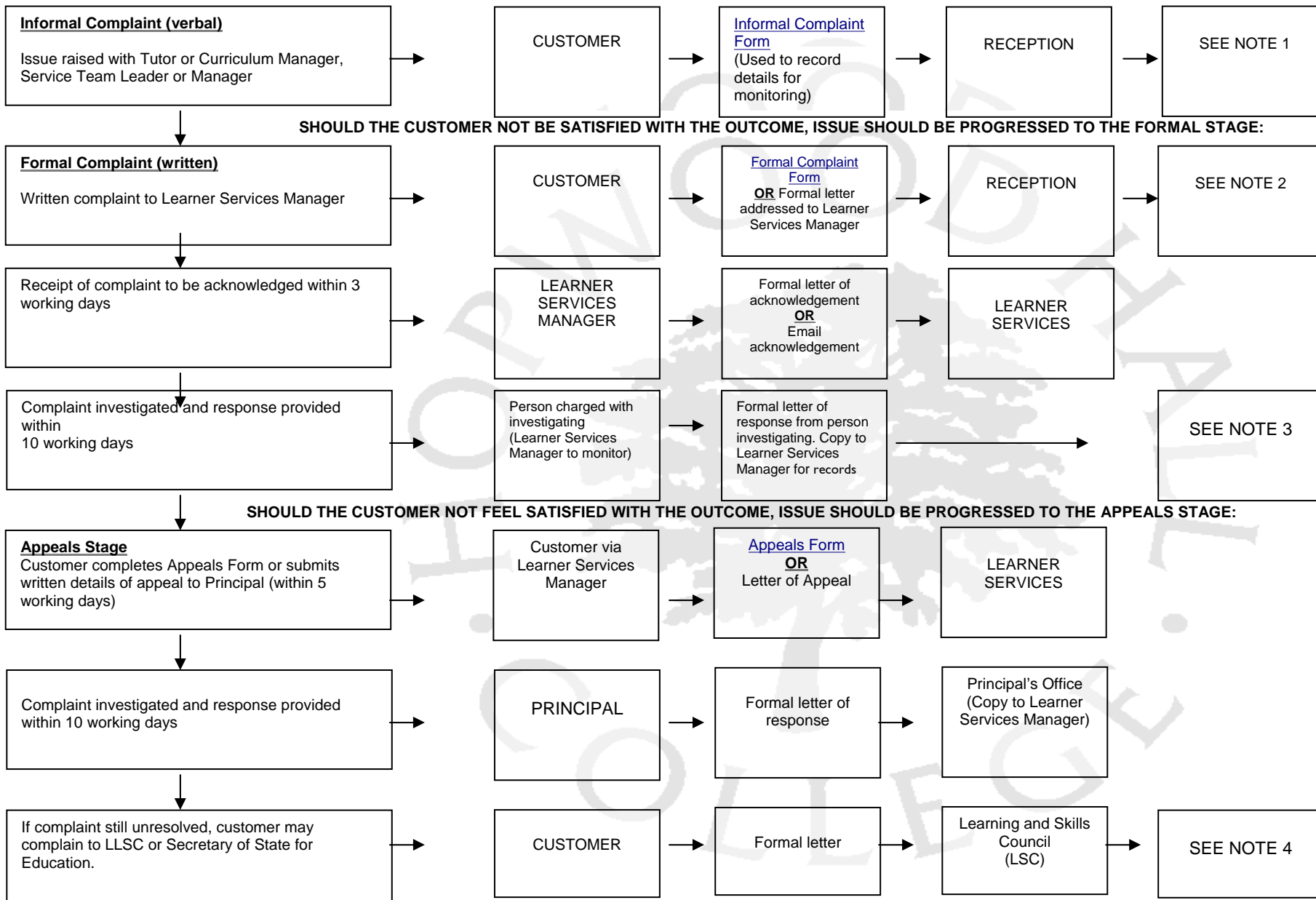


AIM: To maintain a system for taking and monitoring action with regard to customer complaints and concerns



NOTES:

1. Tutor, Curriculum Manager, Service Team Leader or Manager to complete ALL sections and send copy to Learner Services Manager. Blue copy kept at source.
2. Address to: Learner Services Manager
 Hopwood Hall College
 Rochdale Road
 Middleton
 M24 6XH
3. Investigations of complaint sent to appropriate manager with responsibility for the area. To be returned to Learner Services Manager within 5 days.
4. Address available from Learner Services.

Please note the hyperlinked forms attached to this procedure are for information only since they are carbonised documents. The relevant forms are available from the locations described.