



ACCESS TO COLLEGE INFORMATION COMPLAINT PROCEDURE

Any individual or organisation wishing to raise a complaint regarding access to College Information will have the complaint dealt with in the following way:

Any complaint should normally be made in writing, stating clearly the nature of the complaint, and addressed to:

Clerk to the Corporation
Stratford-upon-Avon College
The Willows North
Alcester Road
Stratford-upon-Avon
CV37 9QR

The complaint will be promptly acknowledged and investigated by the Clerk to the Corporation.

A full report **(in an appropriate format)** will normally be made to the complainant within 14 days. Where this target cannot be met, an explanation of the delay will be given.

A report on all complaints will be submitted on a termly basis to meetings of the Corporation.