



Comments and Complaints Procedure

The skillscentre:mk welcomes your comments and complaints and see them as an opportunity to improve our services.

Many can be sorted out immediately but if at that point you are still not satisfied you can make a complaint.

Whatever you have to say will be taken seriously, treated in confidence and dealt with as efficiently as possible.

You can make a comment or complaint in writing by letter, by e-mail, by telephone or in person. Please give as much information as possible about your comment or complaint to assist us in helping you.

If you have a problem with a particular course, discuss the matter first to allow the tutor/facilitator the opportunity to resolve the matter.

If you are still unhappy, or would rather speak to someone else, please contact the skillscentre:mk Manager by telephone 01908 398111 or in writing to:

skillscentre:mk
24 Silbury Arcade
Central Milton Keynes
MK9 3ES
Or e-mail: jackie.small@skillscentremk.co.uk.

(If you are appealing against a grading or assessment for an accredited course, there is a separate appeals procedure which should be followed so please see our policy on Appeals.)

Your complaint/comment will be acknowledged, on receipt, within 5 working days and you will then receive a full response within 10 working days. We will contact you, if for any reason, this is not possible.