



WORLDWIDE EXCELLENCE IN PET BEHAVIOUR EDUCATION

## COAPE COMPLAINTS PROCEDURE

### 1. Introduction

COAPE aims to provide high quality services to students, but unfortunately, despite our best efforts, things may occasionally go wrong.

Whatever your complaint you can expect it to be dealt with promptly and fairly. You will not be disadvantaged or treated less favourably by making a complaint.

### 2. Should you make a complaint?

A formal complaint may not necessarily be the best way to deal with the problem if an informal resolution can be achieved.

### 3. Making a complaint

If you have decided that the complaints procedure is the most appropriate step to take, please read the following before going any further.

#### ***Who can make a complaint?***

- We will normally deal only with complaints made by current students. We will not normally consider a complaint made after you have finished your course, unless you have an exceptional reason why you could not have raised this at the time you were registered.

#### ***What are the time frames for making complaints?***

- It is in your best interests to raise your concerns as soon as possible, when events are clear in the minds of everyone involved and when evidence may be more readily available.
- COAPE acknowledges that it may take time to investigate and resolve your complaint, but we will endeavour to do so within the timescales indicated and to notify you of any delay.

