

# COMPLAINTS



## Complaints Procedure

IPC Exeter is committed to maintaining high standards in all aspects of its programmes. We welcome feedback and aim to resolve concerns quickly and fairly.

Students who wish to raise a concern should first speak with a member of staff, who will seek to resolve the issue informally where possible.

If the matter cannot be resolved informally, students may submit a formal complaint in writing to the IPC administration team.

Complaints will be:

- acknowledged promptly
- investigated fairly and impartially
- responded to within a reasonable timeframe

Where appropriate, students will be informed of the outcome and any actions taken.

IPC Exeter reviews complaints to help improve the quality of its programmes and services.

Full complaints procedures are available upon request.