

# Complaints Policy

## Policy Statement

Cambridge Dream recognises the importance of responding to all feedback and complaints to improve our programmes continuously and we are committed to investigating without delay any issues or concerns raised.

## Complaints Procedure

Verbal complaints can be made at any time during our summer programmes. These will be addressed immediately by our senior management and every effort will be made to find a satisfactory solution promptly and professionally.

For any complaints that cannot be quickly resolved, we request that the formal Complaints Form in Appendix 1 should be completed, explaining the details as fully as possible, and sent to the Programme Director, Jing Tao (email:jing@cambridgedream.com) who will review it urgently. The receipt of any complaint will be acknowledged within 24 hours, with an indication of how it will be investigated and when a formal response can be expected.

After we have investigated your complaint we will contact you as soon as possible confirming our response to your complaint and explaining our reasons.

If our own complaints procedure has been concluded, but has still not achieved a satisfactory resolution, the final course of action is to submit your complaint to our accreditation body, the British Accreditation Council (BAC). Details are provided on BAC's website : <https://www.the-bac.org/bac-complaints-procedure/>.

A record of all complaints and responses will be kept at Cambridge Dream's Head Office in London.

## Policy Management Chart

Date written: <b>19<sup>th</sup> January 2024</b>	Date to be reviewed: <b>1<sup>st</sup> October 2025</b>
Responsible person: <b>Keith Welsh</b>	Approved by: <b>Laura Davies</b>
Document to be read alongside: • Quality Assurance Policy	First operational: <b>January 2024</b>
Previously reviewed: <b>2<sup>nd</sup> July 2024, 19<sup>th</sup> June 2025</b>	Changes Made:  <b>Jing Tao replaces Laura Davies as Programme Director</b>
Current Version: <b>Version 3_2025</b>	

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## Appendix 1: Complaints Form

Programme Name:				
Venue Address:				
School/Group Name:				
Complainant:	Name:	M/F:	Date:	Time:
Nature of Complaint:				
Action Taken or Information provided in Response to Complaint:				
Outcome of Complaint:				
Name:  Position:  Date:				