

Complaints Procedure

Purpose

Sapphire Education aims to provide a high-quality experience for all students, parents and partners.

If concerns arise, they are taken seriously and addressed promptly, fairly and transparently.

Raising a Concern

Concerns should be raised as soon as possible.

Before arrival (pre-programme):

Any concerns or complaints should be directed to the Admissions team:

Email: Admissions@sapphireeducation.co.uk

Phone: +44 1225 808557

These will be reviewed and responded to by the Head Office team.

During the programme:

Concerns can be raised with:

- A member of staff
- A Course Mentor or Tutor
- A member of the Senior Team

The Senior Team will ensure the concern is reviewed and responded to appropriately.

Students will be reminded during induction who to speak to if they have a concern.

Stage 1 – Informal Resolution

Most concerns can be resolved quickly at centre level.

The issue is reviewed by the Senior Team, and a response or solution is provided. Actions are taken where required.

Stage 2 – Formal Complaint

If the issue is not resolved, it may be escalated.

The complaint will be reviewed by the Operations Manager or a member of the Senior Leadership Team. A formal response will be provided in writing, normally within 48 hours, or sooner if the matter is urgent.

Stage 3 – External Escalation

If the complainant is not satisfied with the outcome, the complaint may be referred to an external body where appropriate.

This may include the relevant accrediting body.

Record Keeping

All complaints are recorded centrally through the Student Support & Monitoring Tracker.

Records include:

- details of the complaint
- action taken
- outcome

Complaints are reviewed by the Senior Team and used to inform improvements to programme delivery.

Safeguarding

Any complaint relating to student safety or welfare is treated as a safeguarding concern and handled in line with the Safeguarding Policy.