

Complaints Procedure

Even in a pastoral training institution, things occasionally go wrong. If you have a complaint or grievance about the Seminary, please raise it at an early stage with the Principal or Vice-Principal. See also the Complaints procedure below.

Equally, if we have reason to be concerned about your behaviour, attitude or performance at the Seminary, the matter will be raised with you directly by the Principal or Vice-Principal.

Complaints Procedure

1. At London Seminary, we welcome feedback on all aspects of the course, and life here at the Seminary. If you do have a complaint, we want you to feel able to bring it to our attention, and be confident that we will listen to your concerns.

2. Complaints can often be dealt with informally, and, in the first instance, you should bring your complaint to the attention of any member of the teaching or administrative staff who will investigate and try to resolve the issue.

3. If this does not resolve the issue, or the matter is serious, then a written complaint can be sent to the Registrar. Written complaints need to contain the following information:

- Your name and contact details
- The date you are making the complaint
- The details of the complaint
- What you would like us to do.

4. The Registrar will acknowledge your complaint within two working days, and give you the name of a senior member of staff who will deal with the complaint. This member of staff may need to contact you for further details about the complaint.

5. A written response will be provided within ten working days, detailing:

- What has been done in response to the complaint.
- Where applicable, what will be done next, and how and when we will inform you.
- An opportunity will be provided for you to tell us how well you think we have dealt with your complaint, and how we could improve the complaints procedure.
- You will also be given information about what to do if you are unhappy with the response you receive.

6. A record of all written complaints is maintained by the Registrar. All written complaints, and responses, will be reviewed by the Management Committee of the London Seminary Board.