

## How do I make a complaint?

If you have a problem, follow the steps below:

1. Talk to the person first, can it be resolved easily?
2. If you would like to speak in confidence to someone, please see the Learner Services team or contact [SANITI](#).
3. If the issue is still not resolved, you can pick up a complaint form from the Learner Services team with instructions on how to file a complaint.
4. A member of staff will then be in contact with you to arrange a meeting.

If you are not satisfied with the outcome of the complaints procedure, you may then take your complaint to [iStudent Complaints](#).

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