

Cantab Academy: Complaints Policy

1. Purpose

Cantab Academy is committed to providing a high-quality service. We recognise that, occasionally, things may go wrong, and we want to hear about it so that we can put things right and improve our provision. This policy sets out how to make a complaint, what participants and other stakeholders can expect, and how to escalate a complaint to the British Accreditation Council (BAC) if it cannot be resolved with us.

2. Principles

- Complaints will be treated seriously, fairly and confidentially.
- No participant will be disadvantaged academically or otherwise for making a genuine complaint in good faith.
- Complaints will be acknowledged promptly and dealt with within clear timeframes.
- Where a complaint identifies a wider issue, the Academy will consider what action is needed to prevent recurrence.

3. Who can complain

This procedure is available to any current or former participant, or their authorised representative, as well as staff, trainers, partner universities and other stakeholders.

4. Stage 1 — Informal resolution

Most concerns can be resolved quickly and informally. Participants are encouraged to raise a concern directly with their trainer, the Programme Director in the first instance, either in person or via email.

5. Stage 2 — Formal complaint

If a concern is not resolved informally, or is serious enough to require a formal response, it should be submitted in writing to:

Name role: Programme Director

Email: info@cantabacademy.net

Postal address: Cantab Academy, Office 3, 4a Nelson Road, London SE10 9JB

A formal complaint should include: the complainant's name and contact details; a clear description of the complaint and the circumstances in which it arose; relevant dates; and any supporting documentation.

- The complaint will be acknowledged within 5 working days.
- A full written response will normally be provided within 20 working days. Where this is not possible (for example, because the course has ended and the trainer is not immediately available), the complainant will be kept informed of progress.
- The response will set out the outcome of the investigation and any action to be taken.

6. Stage 3 — Review

If the complainant is not satisfied with the outcome of Stage 2, they may request a review by a Director not previously involved in the complaint, within 10 working days of receiving the Stage 2 response. The review will be completed within 20 working days and represents the Academy's final decision on the matter.

7. Escalating to the British Accreditation Council (BAC)

If a complainant has completed the Academy's own complaints procedure (Stages 1–3 above) and remains dissatisfied, they may refer the matter to BAC, the Academy's accrediting body. BAC's complaints procedure should only be used once the Academy's internal procedure has been exhausted.

Full details of BAC's complaints procedure are available on the BAC website <https://www.the-bac.org/bac-complaints-procedure/>

8. Record-keeping

A record of all formal complaints, and the action taken in response, is kept centrally and reviewed by the Directors as part of the Academy's ongoing quality assurance process, so that any patterns or recurring issues can be identified and addressed.

9. Review of this policy

This policy, including the contact details above, is reviewed at least annually and whenever there is a change of the individual responsible for handling complaints.

Date: Aug 2026

Review Date: Aug 2027