



Chaucer College Canterbury

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In the first instance, please talk to one of our key members of staff at the morning Group Leader Meeting (9:30 AM, in the dining hall, Monday to Friday). There, we can listen to the problem that you or your student(s) are facing and resolve the issue promptly from there.

If you are unhappy with how they deal with your problem or you would prefer to speak to someone directly, you can arrange to talk to our Key Accounts and Relationship Manager (George Ward) or our Academic Manager (Alex Robinson) about this.

If you are still unhappy because you think your problem has still not been resolved, you can use the form on our website to make a formal complaint. If you'd prefer to email, please email Miles Shuttleworth at m.shuttleworth@chaucercollege.co.uk?subject=Complaint.

This formal complaint will be dealt with by the Senior Management Team who may ask to speak to you about the issue raised so they can get a full understanding of what happened and let you know what is possible and/or can be done to solve this problem.

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