

# Complaints Policy

## Revision History

Version	Last revised	Next review date	Policy Owner	Notes
1.0	January 2019			

**City College** intends that there will be no cause to complain about the quality of our services.

We will act fairly, courteously, legally and without bias or prejudice in all such matters and those who choose to submit a complaint will not be disadvantaged in any way by doing so.

**City College** will endeavour to resolve all problems quickly and efficiently.

We are committed to providing the best possible service and we welcome all forms of feedback.

## **Definitions**

A complaint is an expression of dissatisfaction by any customer regarding the quality of service provided by **City College**

## **Complaints Procedure**

We aim to solve the problem as quickly and efficiently as possible.

Complaints can be made in email or in writing. All complaints made through email should be sent to [Michael.Clarke@citycollege.edu.qa](mailto:Michael.Clarke@citycollege.edu.qa).

Written complaints should be addressed to:

**The Principal  
City College  
Barwa Commercial Avenue, Building 39  
Doha, Qatar**

Once received, the complaint will be passed to the team that is best placed to investigate and resolve it.

We aim to respond to all complaints within **2 days** of receipt.

Please note complaints sent through the post may take several days to reach us and may result in a longer response time.

If complaints are made verbally by telephone, a written account of the enquiry will also need to be submitted by the complainant before we will investigate it.

Occasionally, depending on the nature of the complaint, we may need longer than the 2 days to issue a full response. If this is the case, we will contact the complainant via email or post after **1 week** to provide an update on our progress.

All complaints, of any nature, will be investigated thoroughly and evidence gathered from relevant sources. The investigation will be coordinated by the appropriate investigating manager who will seek advice and input from other relevant colleagues, as necessary and appropriate.