

## ThinkSpace Education Complaints Procedure – July 2019

ThinkSpace Education are committed to dealing with all complaints fairly, transparently and expeditiously. We are required to follow the the complaints procedure of the University of Chichester.

A link to their complaints policy is below;

<https://www.chi.ac.uk/about-us/policies-and-statements/academic-quality-and-standards>

### What to do if you have a complaint

#### Informal Resolution

If you have a complaint, in the first instance contact the course manager, Tim Johnson [tim@thinkspaceeducation.com](mailto:tim@thinkspaceeducation.com) or 01243 512730.

In addition, you **must** raise a support ticket through the VLE. A support ticket is important as they are monitored and only closed once the problem is resolved. You can email as well but because of the volume of email we receive we require a support ticket.

#### Formal Complaint

If your complaint cannot be resolved informally, then you can initiate a formal complaint through the university.

The first point of contact should be either:

Prof Stephen Baysted, Liaison Tutor. Email [S.Baysted@chi.ac.uk](mailto:S.Baysted@chi.ac.uk)

Katie Akerman, Director of Quality and Standards. Email [K.Akerman@chi.ac.uk](mailto:K.Akerman@chi.ac.uk)