



**Design Centre Online Limited**  
**Trading as Inkberrow Design Centre (IDC)**

## **Complaints Policy**

|                             |                   |      |
|-----------------------------|-------------------|------|
| Date of Publication         | 01 September 2016 |      |
| Date of Next Review         | 01 September 2017 |      |
| Brenda Killigrew - Director |                   | Date |

**How to Complain?**

If you wish to complain about something IDC has done or failed to do you can contact us to formally register your complaint.

**Can the problem you have experienced be resolved by talking to a tutor?**

If you feel your complaint is more serious, or you are not happy with the outcome after talking to the tutor, please describe your complaint in writing. All complaints we receive are dealt with through the Management Team

**What to do next.....**

Tell us about your complaint by writing about it in as much detail as you can.

**How we respond....**

All the complaints we receive are recorded and you will be sent an acknowledgement within seven (7) working days from our receipt of your complaint. The office will then ask the most appropriate questions of the tutor to tell you what actions we will be taking or, if there is nothing that can be done at present, why this is the case. The manager in question is required to act upon this request promptly and you will receive a detailed response within ten (10) working days from the date of your initial acknowledgement. You will be offered an interview/meeting on an individual basis with the owner of the business, Brenda Killigrew and an independent tutor present, in the relevant subject area, to hear the complaint.

**The right to appeal.....**

Complaints that remain unresolved can be dealt with by writing to the Independent Panel of Trustees, letters should be addressed to:

The Board of Trustees, IDC Sewing Café Community Interest Company, The Old Needle Works, Britten Street, Redditch, Worcestershire. B97 6HD, who will hear your complaint independently.