

Crown Medical Training

Complaints Procedure



Office of the Chief Executive

Introduction

Everyone has a right to express their views or complain about a service provided by Crown Medical Training. By inviting comments and encouraging feedback, Crown Medical Training aims to ensure that its services are continually reviewed and meet the needs of of students and customers.

Procedure

Stage 1

It is hoped that any problems or complaints that a parent, carer, member or person using the services provided by Crown Medical Training may have can be dealt with informally at source.

Stage 2

If a problem cannot be resolved in this way, they should write, giving full details of their complaint to:

The Academy Manager
Crown Medical Training
Unit 12, Celtic Trade Park
Bruce Rd
Fforestfach
Swansea
SA5 4HS

Stage 3

If the matter has not been resolved, or if there is no satisfactory outcome within four weeks of the date the Academy Manager received the written complaint, the matter should be referred to:

The Chief Executive
Crown Medical Training
Unit 12, Celtic Trade Park
Bruce Rd
Fforestfach
Swansea
SA5 4HS

The Chief Executive will then discuss the matter confidentially at a management meeting and convey the result to the complainant in writing.

Issued by Order of the Chief Executive 1st November 2008.

