

Complaints Policy

Cameo views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone
- wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to
- contact us to make a complaint
- To make sure everyone at Cameo knows what to do if a complaint is
- received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Cameo's service.

Although most complaints are likely to originate from our students, complaints may come any person or organisation who has a legitimate interest in Cameo Network Services Ltd.

How to make a complaint

A complaint can be received verbally, by phone, by email or in writing. Please note however, that this policy does not cover complaints from staff, who should use Cameo's Discipline and Grievance policies.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.



Responsibility

Overall responsibility for this policy and its implementation lies with Cameo's management team and ultimately our Director and CEO, Steven Wiggins.