



Sports Coaching- Sports Nutrition- Sports Kits & Equipment- Sports Trophies
www.academy1sports.com

Customer Complaints

The College is committed to providing you with the best possible service. If you have a complaint we want you to tell us so we can put it right. All complaints will be monitored by senior management, and action taken to improve the quality of college services.

How to Complain

If you have a complaint about any of our services or the way that College staff or students have treated you, you should contact the addresses below, giving brief details of your complaint.

Paul Vaughan

Academy 1 Sports College, Lakeside Sports Ground

Arterial Rd (A1306)

West Thurrock

RM16 6DN

info@academy1sports.com

Academy 1 Sports Limited
26 Advice, Grays, Essex, RM16 6QN
Tel: 01375 840 652 Mobile: 07483116464 Email: academy1sports@hotmail.co.uk
Website: academy1sports.com
Company Registered No: 08454083
VAT No: 161 1391 37

How your complaint will be handled

All complaints will be investigated as fairly and fully as possible.

We will acknowledge a written complaint within 5 working days of receipt of the complaint.

We will send a detailed written response to the complaint within 10 working days. If a full response is not possible within this time, you will be told how your complaint is being handled.

Every effort will be made to put right the situation leading to the complaint. Where we are not able to put the matter right, we will consider what form of redress, if any, that we can offer you. Any such redress will be made at the sole discretion of the College on the basis of what the College considers to be reasonable in the circumstances.

Taking your complaint further

You also have the right to complain to the Learning & Skills Council or the Secretary of State for Education and Skills.

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