

General Complaints Policy 2025-26

1 Overview Information

Policy Manager:	Head of Commerce and Enterprise
SLT Manager:	Deputy Principal, Finance and Resources
Effective Date:	March 2025
Annual Review Date:	March 2026
Original Filename:	Z:\Executive Support\Administration\Policies and Procedures\Non Academic Policies\Corporate Policies\General Complaints Policy 2025-26.docx

Introduction

Capel Manor College is London's environmental college. Our mission is to support the environment and green skills in London and our vision is for an environmentally, economically and socially sustainable future for our students.

As part of our work, we operate gardens, a farm, and two zoos and other businesses and we welcome visitors to our campuses and facilities. We want everyone that visits Capel Manor College or Capel Manor Gardens to enjoy their experience, and we are always keen to hear about how we can improve or enhance our services or estates.

Students and others studying with us have their own routes to voicing concerns or making a complaint. This policy is for everyone else visiting Capel Manor College or Capel Manor Gardens and making use of our services.

Our commitment

We want everyone to be happy with the service they receive and experience they have when they visit. We are always open to suggestions about how we can improve, or ideas for how our estates and facilities can improve.

Anyone using our services or facilities who is not entirely happy with our services or facilities can make comments, give feedback and make suggestions for improvement.

We will:

- Treat all comments, feedback and complaints seriously
- Seek to resolve complaints promptly, amicably and, informally whenever possible learn from comments, feedback and complaints and take action to improve our service and facilities for the future
- Ensure that comments, feedback and complaints are treated in confidence

Leaving a comment, giving feedback or making a complaint

If you do have comments, feedback or wish to make a complaint, it is best to let us know straight away, ideally to an appropriate member of our team on site. Comments and feedback will be noted and if it is a complaint, then we expect and hope that most can be sorted out quickly by a member of staff at the place you are visiting there and then. If you prefer to share comments, give feedback or make a complaint in other ways, you can write to us or email us at either of addresses below. Please give us as much detail as possible including the date and time of your visit or interaction, details of your concerns and what you feel would be a good outcome.

Email: bookings@capel.ac.uk

Write to: Manager, Capel Manor Gardens, Capel Manor College, Bullsmoor Lane, Enfield, EN1 4RQ

We will do everything we can to answer your letter or email within 10 working days and we aim to find a mutually satisfactory solution as we value our visitors and customers and want them to return. If you are not happy with our initial response, then you can appeal this to the Deputy Principal or the Principal.