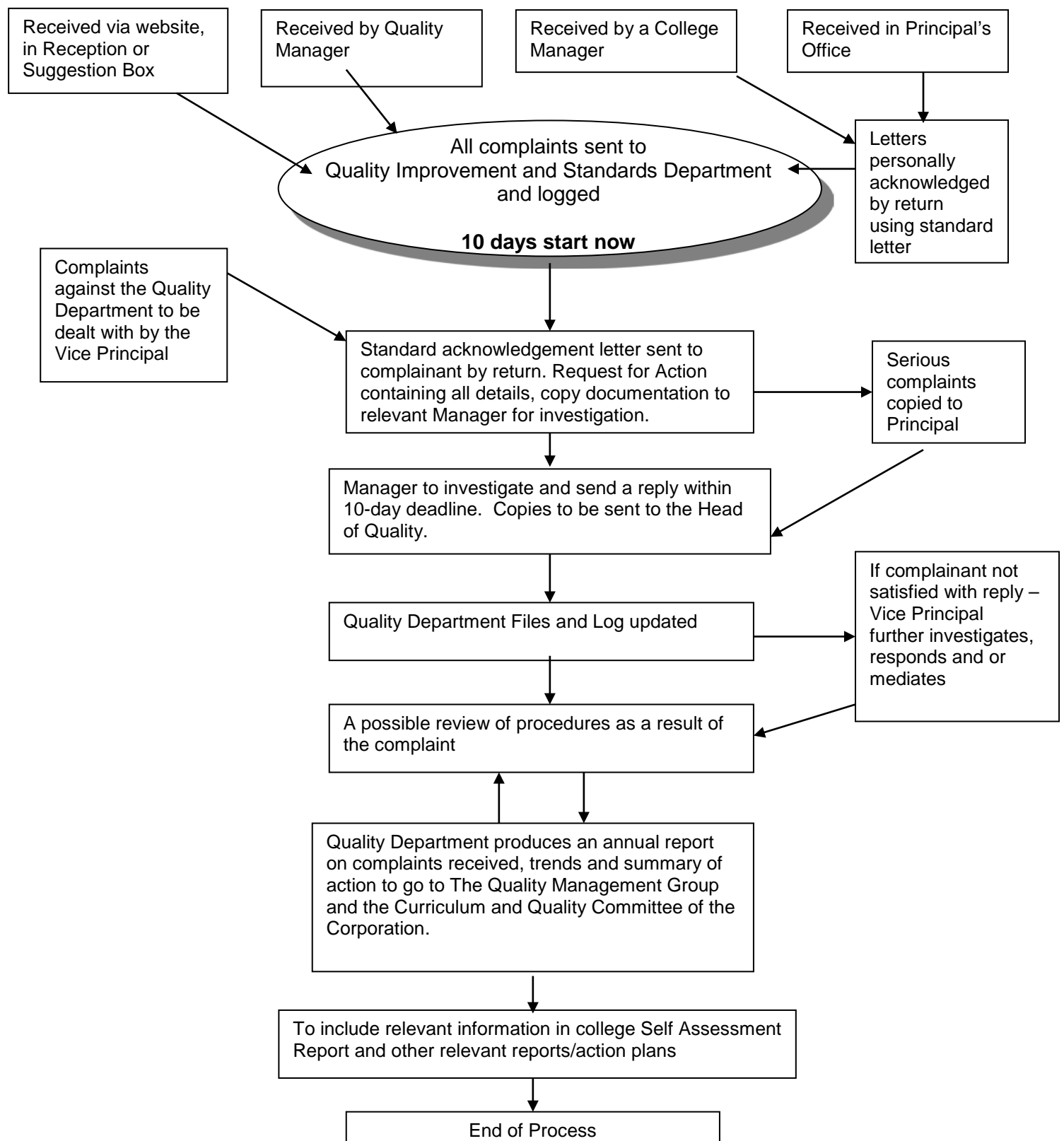


Complaint Procedure Flow Chart



If at the end of this process you are still unhappy with the outcome, you may wish to contact the Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT, except in the case of HE provision where the next step is to contact the Awarding Body (normally a University)