

INTENSE EDUCATIONAL COMPLAINTS PROCEDURES

In first instance please write to the Manager

Mrs. Joanna Fox
Intense Educational Ltd
Office 5a, Wessex House
St. Leonard's Road
Bournemouth
BH8 8QS
United Kingdom

or email: education@intense.co.uk

Please provide us with the details of your complaint:

- say what the problem is
- say what you want to happen
- provide information on any relevant communication with us on the subject, including, for example letters or emails, and the times and dates of any conversations

When we receive a complaint the Manager will then carry out an investigation.

We will reply in writing within 15 working days from when we receive your complaint.

If it is not possible for us to fully respond to you within this time, we will let you know and tell you what we are doing to deal with your complaint, when you can expect the full reply and from whom. Equally, if we don't agree with your complaint, we will let you know why.