

# Complaints Process

Raise complaint with the head of department:  
[feedbackmatters@uspcollege.ac.uk](mailto:feedbackmatters@uspcollege.ac.uk)

Have you received a satisfactory response within 10 working days?

YES

Complaint solved

NO

Submit formal complaint to Principal in writing to:  
The Principal, USP College, Seevic Campus,  
Runnymede Chase, Benfleet, Essex, SS7 1TW

Have you received a satisfactory response within 15 working days?

YES

Complaint solved

NO

Appeal to the Principal in writing within 7 days of response.

Have you received a satisfactory response within 10 working days?

YES

Complaint solved

NO

## Further Education

Refer your complaint to Education Skills Funding Agency complaints:  
[ESFA@education.gov.uk](mailto:ESFA@education.gov.uk)

## Higher Education

Refer your complaint to the office of the independent adjudicator:  
<http://www.oiahe.org.uk/making-a-complaint-to-the-oia/how-to-make-a-complaint.aspx>