



Client Complaint Procedure

If you have any complaint with the way you are treated at Pecan, or about any aspect of your environment, we want to hear about it. We want to improve and so we need to know when things have gone wrong.

Step 1: To start with, please talk over your problem with your tutor, trainer or adviser. They will do their best to address your concerns and will be glad that you felt you could discuss it with them.

Step 2: If they cannot or will not help, then you are encouraged to take your problem to their manager. They will do their best to address your complaint and try to resolve it to everyone's satisfaction. The best way is to write to them with your complaint. They will aim to write back within two working days.

Step 3: In the unlikely event that you are still dissatisfied they will highlight further ways in which you can pursue your complaint.

To contact the manager please write indicating the course you are attending and the complaint you have to:

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Human Resources Manager
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