

Complaints Procedure (Patterdale Hall)

If you have a complaint

We really want to hear from you. We welcome your comments, as they give us the opportunity to put things right and improve our service.

In the first instance (Informal)

If you wish to make a complaint it is best to talk to a member of staff first either face to face or by telephone. It will be the quickest way for us to respond and look into the problem. The object of this first stage is to resolve problems quickly, simply and fairly with the minimum formality.

In the second instance (Formal)

If you are unhappy with our response you have the right to complain to the Patterdale Hall Manager within 14 days who will endeavour to address and resolve your concerns.

Finally

However, if you are still dissatisfied after allowing the Manager the opportunity to deal with your complaint you should contact the Services Bursar, in writing, within 14 days of the response from the Patterdale Hall Manager.

Only in exceptional cases will the Services Bursar consider any complaint that has not been through the original stages.

If the Services Bursar comes to the conclusion that the complaint has been fairly settled at an earlier stage, or that the complaint is lacking in merit or substance, the Services Bursar may dismiss the complaint, and advise the complainant of the reasons for the decision. The Services Bursar will respond in writing to a letter of complaint within 10 working days, with as full a response as possible.

If the Services Bursar comes to the conclusion that there is substance to the complaint, the Services Bursar will decide on the relevant response in relation to the nature of the complaint. The Services Bursar will respond in writing to a letter of complaint within 10 working days, with as full a response as possible.

Once we have the full details of your complaint our promise is that we will normally take no more than 30 calendar days to respond fully to your issue.

However, there may be occasions when we require additional information or responses from you to complete our investigation. In this instance we will allow 14 calendar days for your response.

If the matter remains unresolved, the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 require BSSL (Patterdale Hall) to provide you on conclusion of the final stage of BSSL's (Patterdale Hall) complaints procedure with the name and address of an alternative dispute resolution provider who has been certified by the Chartered Trading Standards Institute as competent to resolve consumer disputes. These details are set out below. However, please note that BSSL (Patterdale Hall) is not obliged to enter into alternative dispute resolution.

Contact Details

Mr T Taylor	Patterdale Hall Manager	017684 82233
Mr McDermott	Services Bursar	01204 434751

If you prefer to write or email

The Manager

Patterdale Hall
Glenridding
Penrith
Cumbria
CA11 0PT

TTaylor@patterdalehall.org.uk

The Services Bursar

Bolton School
Chorley New Road
Bolton
BL1 4PA

MMcdermott@boltonschool.org.uk

The name, address and contact details of a certified competent authority is as follows:

ADR Group
160 Fleet Street
London
EC4A 2DQ

Tel: 020 3600 5050

Email: Consumer-dispute@ADRgroup.co.uk