

Student Complaints Process – San58 Group LTD

We are committed to providing a high standard of service and support to all our students. However, if something goes wrong, we encourage you to let us know so we can resolve the issue promptly and improve our services.



Step 1: Informal Resolution

We encourage students to raise concerns informally in the first instance.

- **How:** Speak with your assigned consultant or email our team at san58grouppltd@gmail.com
- **Timeframe:** We aim to respond within **3 working days**.

Most concerns can be resolved quickly and informally at this stage.



Step 2: Formal Complaint

If the issue is not resolved informally, you may submit a formal complaint in writing.

- **How:** Email your complaint to san58grouppltd@gmail.com
- **Include:**
 - Your full name and contact details
 - A clear description of the issue
 - Any relevant evidence or documents
 - What outcome you are seeking
- **Acknowledgment:** We will acknowledge receipt within **3 working days**
- **Investigation:** A senior member of staff will review and investigate
- **Outcome:** You will receive a written response within **10 working days**



Step 3: Appeal

If you are not satisfied with the outcome, you may request an appeal.

- **How:** Submit a written request to san58grouppltd@gmail.com within **7 days** of receiving the decision
- **Process:** A different senior member (not involved in the original complaint) will review the case
- **Final Decision:** Issued within **10 working days**. This decision is final.

Additional Support

If you require assistance in making a complaint (e.g. due to language barriers or personal difficulties), please let us know and we will arrange support.

Confidentiality & Fairness

All complaints are handled confidentially, fairly, and without prejudice. Raising a complaint will **not affect your service or application** in any way.



SAN58 GROUP