

Complaints Procedure

The Writers' Academy courses are owned by The Random House Group Limited and Penguin Books Limited and made available and provided by The Interactive Design Institute Limited through its proprietary methodology and learning management system.

The Writers' Academy is committed to handling all complaints, both regarding course and other matters, fairly, and will undertake to deal with any complaint as quickly as possible.

1. Definition of a complaint

We define a complaint as 'an expression of dissatisfaction concerning the provision of a service, when the complainant has drawn his or her concern to the attention of The Writers' Academy and is not satisfied with the response'.

If you have a complaint it is usually better and quicker if you can raise it informally with your Course Manager who will discuss your complaint with you in the first instance, in order to try to come to a satisfactory conclusion. Most complaints can be resolved locally without using formal procedures.

2. Time limits

If you experience problems with any aspect of our academic or administrative services, you should contact us as soon as possible to enable us to act as quickly as possible to address the problem.

It is always preferable if a complaint can be resolved informally and as near to the source as possible. An initial complaint must be made either orally or in writing to your Course Manager within 28 days of the date on which the incident occurred, save in exceptional circumstances that prevented you from submitting it.

We cannot accept responsibility for problems if you delay telling us about them until it is too late for us to put things right. If you have told your Course Manager about problems informally and you are not satisfied with our response, you are entitled to make a formal complaint.

The Writers' Academy is committed to dealing with all complaints as quickly as possible and will normally follow the time limits set out in this procedure. You will be informed of any delay and the reason for it if one should arise.

3. Rights and responsibilities

We will:

- Deal with all complaints within the time limits set out in this procedure
- Make sure that we deal with all the points you raise, and that our replies explain the outcomes clearly
- Handle your complaint confidentially and only give people the information that is needed to carry out a proper investigation and make a full response
- Keep records of complaints separate from other records
- Make sure that no complaint you have made in good faith will be used to your disadvantage in the future
- Always be polite

If you are making a complaint, you should:

- Give us full details of your complaint
- Deal sensitively with issues that involve other students or staff, and not name them unless it is necessary
- Always be polite

The Writers' Academy does not accept complaints made by third parties on behalf of a student unless we have written confirmation from the student that they are happy for the third party to make a complaint on their behalf.

4. Making a Formal Complaint

The complaint should be submitted in writing by post (recorded delivery) to ensure that we record your complaint accurately. Please send any such complaint FAO:

The Directors

The Writers' Academy from Random House

In conjunction with:

The Interactive Design Institute Ltd

Stuart House

Eskmills

Musselburgh

EH21 7PB

Scotland

If you have a disability that makes it difficult for you to send a written complaint or live outside the UK/EU, please contact your Course Manager to discuss alternatives.

Concise numbered points can be a helpful way to set the situation out clearly and you should provide any supporting evidence available to you.

The Writers' Academy will acknowledge receipt of your letter and you should expect to receive a full reply within 10 working days. If we can't give you a full reply within that time, we will tell you when we will be able to do so. We will normally reply using the same method you used when sending your complaint to us i.e. letter or email.

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