



Complaints Policy

ARK Assessment LTD aims to provide high quality services which meet the student's needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.

In order to ensure our service continues to a high standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with ARK Assessment LTD, please tell us. If you are unhappy about any aspect of the service provided by ARK Assessment LTD, please speak to the relevant staff member, manager or Director.

If you are unhappy with an individual at ARK Assessment LTD sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the Centre Manager.

We will endeavour to respond to you within 5 working days. We take any complaints very seriously and as such, when the matter is more complex, it may take a little longer to gain a resolution. We will make sure we correspond with you often apprising you of any updates as we explore and investigate what went wrong for you.

Making a written complaint.

If you are not satisfied with our response or wish to raise the matter more formally, please write to or email the Centre Manager:

Post: FAO Centre Manager, ARK Assessment LTD, Grosvenor House, 11 St. Paul's Square, Birmingham, United Kingdom, B3 1RB

Email: p.kairo@arkassessments.co.uk

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If you are unsatisfied with our resolution after this process, you may wish to contact the disability officer at your Institution or the funding body who will be able to assist you further. Contact details for your funding body can be provided on request.