



Milton Keynes Dons SET

Complaint Procedure.

A complaint is an expression of dissatisfaction concerning MK Dons Sports and Education Trust (SET) product or service. MK Dons SET take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course tutor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint at a higher level, then please contact the department head via one of the following options:

Call: **01908 622888**

E-mail: **info@mkdonsset.com**

Write to: **MK Dons SET, Stadium Way, Milton Keynes, MK1 1ST**

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

MK Dons SET ask that you raise your complaint as soon as possible after the event so that we can investigate fully. This will be investigated by the department head and respond to you within 7 working days.

Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Chief Executive Officer. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Chief Executive Officer will investigate in full and respond to you within 7 working days.

The Chief Executive Officer can be contacted on:

Call: **01908 622888**

E-mail: **maralyn.smith@mkdonsset.com**

Write to: **MK Dons SET, Stadium Way, Milton Keynes, MK1 1ST**

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure the final point of appeal is via MK Dons SET Board of Trustees via the Chair of Trustees John Cove at the address above or via email **john.cove@mkdonsset.com**