



COMPLAINTS AND APPEALS

At **First Intuition**, we aim to ensure that your experience with us is always of the highest quality and that we put you, our student, customer and stakeholder, first.

We accept that on occasion we may not meet this standard and that you may wish to provide feedback or even make a complaint about the service you have received. All feedback is valued and used as a tool for us to improve the service that we provide.

We are happy to receive feedback in any form you wish to submit it and consequently it can be given anonymously. However, to help us track and deal with feedback we do ask that where possible you follow the procedures as shown in our policy on the [website](#).

