

## **Leadership Live complaints procedure**

If you are not happy with any aspect of your course, then please contact your course facilitator (who delivers the course) in the first instance. They will try to resolve any issue and if necessary they may involve the Leadership Live central team.

If the issue cannot be resolved by your facilitator locally to your satisfaction, then you should contact the central Leadership Live team directly:

Call us: 01788 843789

Email us: [leadershiplive@lawrencesheriffschool.com](mailto:leadershiplive@lawrencesheriffschool.com)

Write to us: Leadership Live, Lawrence Sheriff School, Clifton Road, Rugby, CV21 3AG.

We will endeavour to respond to any complaint within 14 working days, but this may be longer in specific cases if more time is needed to gather information.

If you feel that Leadership Live is unable to resolve your complaint to your satisfaction, then you should contact the Department for Education. The Leadership Live central team can provide contact details.