



## Complaints Procedure

Date approved:	2 December 2013
Approved by:	Strategic Board
Review date:	October 2014
Responsible Managers:	Head of Quality and Performance
Accessible to Students/Customers:	Yes

### 1. Consultation

Consultation undertaken with:-

Newcastle Sixth Form College	Yes
Newcastle College	Yes
West Lancashire College	No
Intraining	No
Group Services	No
Rathbone	No

### 2. Applicability of Policy to Organisation

This policy applies to:-

Newcastle Sixth Form College	Yes
Newcastle College	No
West Lancashire College	No
Intraining	No
Group Services	No
Rathbone	No

## Introduction

The College has a staged complaints procedure through which we aim to resolve concerns as quickly as possible. The procedure differs slightly for students and for complaints of a general nature, and these are shown separately within this procedure.

Employees, or former employees, should use the College's Grievance Policy and Procedure. Further details and advice on this can be obtained from Human Resources.

## **Timescales**

In order to help us to investigate and resolve any area of dissatisfaction you should notify us of your concern at Stage 1 immediately and no later than 3 months following its occurrence.

Complaints made at Stage 2 must be made within 3 months of exhausting Stage 1 of the complaints procedure and complaints made at Stage 3 must be made within 3 months of exhausting Stage 2 of the complaints procedure.

## **The Complaints Procedure – Students**

### **Stage 1**

Rather than let an issue of concern or an area of dissatisfaction become a complaint, we hope that you will try to resolve your issue promptly by:

- Raising your concerns directly with the person who, in your opinion, is responsible; or directly with the Head of Department for the subject or service area concerned; or
- Using the College course evaluation system to bring concerns to the attention of subject teams and College managers; or
- Using your student council representative to take forward any concerns; or
- Raising concerns through student forum meetings.

Once you have raised an issue or concern, the College will respond in a timely fashion.

### **Stage 2**

If your concern is not resolved at Stage 1, or you feel that the issue has not been responded to satisfactorily, you can take your complaint to Stage 2 of the College Procedure. You should write to the Head of Quality and Performance, identifying both the nature of the complaint and, if appropriate, the individual against whom the complaint is being made. Any complaint against an individual will be dealt with in a confidential manner. You will receive a response within ten working days detailing how we plan to investigate and when you might expect a detailed answer.

The address to write to is:

Head of Quality and Performance  
Newcastle Sixth Form College,  
Westmorland Road,  
Newcastle upon Tyne,  
NE4 7SA

### **Stage 3**

If you are dissatisfied with the response to your Stage 2 complaint, you have the right to escalate your complaint to Stage 3. You should put your complaint in writing, detail the reason

for your dissatisfaction, what you have done to try to remedy the complaint informally and what you would like us to do next. Any complain against an individual will be dealt with in a confidential manner. Stage 3 complaints should be sent to the office of the Principal. You will receive a response within ten working days detailing how we plan to investigate and when you might expect a detailed answer.

The address to write to is:

The Principal  
Newcastle Sixth Form College  
Westmorland Road  
Newcastle upon Tyne  
NE4 7SA

#### **Stage 4**

If your concern is not resolved at Stage 3 and you are still not happy, you can appeal to the Skills Funding Agency (SFA) for all courses. Before you can do this, you must have exhausted all three stages of the College's complaints procedure. If your concern reaches this stage, we will give you full information on how to proceed. You should note that any complaint made to the SFA must be made in writing within 3 months of exhausting the above complaints procedure.

The address for the SFA is:

The SFA Accounts Director  
Moongate House  
5<sup>th</sup> Avenue Business Park  
Team Valley Trading Estate  
Gateshead  
NE11 0HF

Complaints received by an external funding body or arbitration service (eg Skills Funding Agency or Department for Work and Pensions) will be referred to the Chief Executive of NCG for investigation.

### **The Complaints Procedure – General Complaints, non-students**

#### **Stage 1**

If you are a member of the public, parent, ex-student or general user of the College and you are dissatisfied or have concerns about the service provided, you should in the first instance:

- Raise the issue directly with the person who, in your opinion, is responsible; or
- Raise the issue with the Head of Department, Head of Service, supervisor or manager for the area/service concerned.

Once you have raised an issue or concern, the College will respond in a timely fashion.

#### **Stage 2**

If your concern is not resolved at Stage 1, or you feel that the issue has not been responded to satisfactorily, you can take your complaint to Stage 2 of the College Procedure. You should write to the Head of Quality and Performance, identifying both the nature of the complaint and, if appropriate, the individual against whom the complaint is being made. Any complaint against an individual will be dealt with in a confidential manner. You will receive a response within ten working days detailing how we plan to investigate and when you might expect a detailed answer.

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