



Something to say?

...how to help us resolve your concerns

At Newcastle Sixth Form College we aim to offer a high quality education service in a safe environment, where everyone is treated with dignity and respect.

We hope that you never have cause to complain but, if you are unhappy with any aspect of the service you receive from us, we want to know as soon as possible and have the opportunity to put things right.

In order to help us address your complaint quickly and efficiently you should let us know about it within three months of its occurrence.

We treat all concerns and complaints seriously and with respect and continuously try to improve our service to you. If you are unsure about how to make a complaint and need further help or advice at any stage, please ask at the Student Gateway (0.12) or telephone 0191 272 1001 and ask for a Student Gateway Adviser who will help you.

If you need a copy of our Complaints Policy in an alternative format, or if you need help with translation, please let the Student Gateway staff know.

Introduction

The College has a staged complaints procedure through which we aim to resolve concerns as quickly as possible. Stage 1 of the procedure differs slightly for students, employees or complaints of a general nature.

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.

Details of the four stages of the Complaints Procedure are outlined below.

Timescales

In order to help us to investigate and resolve any area of dissatisfaction you should notify us of your concern at Stage 1 as soon as possible, and no later than three months after its occurrence.

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

Stage 1

Students

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 your teacher / academic tutor, or directly with the Head of Department for the subject or service area concerned; or
- using the College surveys to bring concerns to the attention of course teams and/or College managers, or
- using your Student Council Representative to take forwards any concerns.

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

General

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 supervisor or manager for the area/service concerned.

Each academic department has a Head to whom you can speak or write. They will help you to deal with your concern if it is a matter related to a course of study.

Head of Department	Department
Sonya Simon	Art and Design
Gemma Lynch	Biology
Owain Jones	Chemistry and Physics
Deborah Johnson	Earth Studies
Craig Newton	English Language
Amanda Smith	English Literature & Performing Arts
Aaron Brownlees	Humanities
Serap Glean	ICT & Business Studies
Sonja Coiffait	Law
Dave Hagon	Mathematics
Allison Crawford	Media and Film
Wendy Swan	Modern Foreign Languages
Amy Scott	Social Sciences

In all cases, our aim is to deal satisfactorily with concerns at Stage 1 of the procedure. If your concern is not satisfactorily resolved at Stage 1, you have the opportunity to move to Stage 2.

Stage 2

If your concern is not resolved at Stage 1, or you feel the issue has not been responded to satisfactorily, you can take your complaint to Stage 2 of the College procedure. If you write to us, please outline your concerns as clearly and in as much detail as you can. You will receive a response within ten working days and we will tell you how we plan to investigate and when you might expect a detailed answer. 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.

Head of Quality and Performance	Address	Telephone
Emma Rugman	Newcastle Sixth Form College, Westmorland Road, Newcastle upon Tyne, NE4 7SA	0191 272 1001

If you have progressed your complaint through Stage 2 and it has not been satisfactorily resolved you can take it to Stage 3 of the College procedure.

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 complaint 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). 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 three months of exhausting the above complaints procedure to:

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

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

How to contact us

If you do not wish to, or cannot speak to us in person (see Stage 1) you can contact us by post, telephone, or email as follows:

Newcastle Sixth Form College

Westmorland Road
Newcastle upon Tyne
NE4 7SA

0191 272 1001

enquiries@newcastlesixthformcollege.ac.uk

This leaflet was printed in January 2013 and replaces all previous versions.