

Complaints Policy

1. Overview

We endeavour to provide a prompt, professional, courteous service which responds to customer's needs. However, there may be an occasion where a stakeholder is unhappy with the service and they have the right to make a complaint. The Complaints Procedure allows stakeholders to complain to National Resource Centre for Supplementary Education if they are dissatisfied with the service they've received and wish to make a complaint.

2. Introduction

The National Resource Centre for Supplementary Education (NRCSE) provides accessible, developmental learning solutions for the Supplementary Education Sector. Our learners can choose to take our courses without preparing a portfolio for accreditation or to register for accreditation through Open College Network West Midlands Region (OCNWMR). In addition, we work with a range of partners to assist them in accrediting qualification and delivery of classroom based accredited courses, acting as an OCN Centre. We encourage on-going communication with all of our stakeholders to improve the service we provide to meet your expectations.

3. This document is intended for:

- NRCSE employees
- Trainers and Development Staff working on behalf of NRCSE
- Assessors
- Learners & relatives

4. Access

Learners are made aware of the existence of this policy and have open access to it:

- in the members-only pages of the NRCSE website

All tutors, assessors and subject matter experts working for or on behalf of NRCSE will be made aware of this policy in the Staff Handbook.

This policy is reviewed annually and may be reviewed in response to feedback from learners, tutors, assessors and external organisations.

5. Policy

This policy sets out guidelines to ensure that complaints or appeals received by NRCSE are dealt with quickly, fairly and effectively.

The following list indicates examples of the type of complaint covered by this procedure:

- Misinformation about your course
- Poor teaching or supervision
- Insufficient facilities
- The behaviour of a member of staff
- The behaviour of a student
- The behaviour of one student to another
- A failing in a Centre service

NRCSE will:

- take appropriate action to address concerns;
- implement the Complaints procedure in an open, transparent and accountable way;

- acknowledge receipt of complaint within 5 working days of written complaint being received;
- communicate initial conclusions from the investigation within 20 working days from receipt of complaint;
- aim to reach a final conclusion in resolving a complaint within 35 working days of receipt of written complaint;
- aim to hold an appeals panel within 20 working days of receiving a written appeal.

We aim to handle complains in a way that:

- Is fair and efficient
- Treats complaints with seriousness, sympathy and confidentiality
- Facilitates early resolution

6. Procedure

a) Resolving complaints informally

It is hoped that issues can be resolved informally. An informal complaint can often be rectified immediately and therefore in the first instance you should contact the Curriculum Manager at NRCSE who will seek to rectify the situation as soon as possible. You will find contact numbers on the Contacts page of our website. However, should the complaint remain unresolved then formal procedures should be followed.

b) Resolving complaints formally

A formal complaint concerning any aspect of the OCN service or the Quality Framework scheme should be made in writing (not email) to the Executive Director at the following address:

**Executive Director
National Resource Centre for Supplementary Education
356 Holloway Road
London N7 6PA**

NRCSE will acknowledge the complaint within 5 working days of receipt of formal written notification. Should the complaint fall outside the scope NRCSE we will advise you of this in writing within 5 working days of receipt of your notification.

NRCSE will investigate the complaint and seek any further information and documentation that may be required. Once we are satisfied that all information/documentation is available to us draft findings will be compiled. These will be communicated to you in writing within 15 working days of receipt of the written complaint. If a conclusion cannot be reached within this time the reasons for this will be communicated to you within the 15 working days.

You will be invited to comment on the factual accuracy of NRCSE's draft findings within 10 working days of the date of our written communication.

NRCSE will consider any additional information provided by the complainant before reaching a final conclusion. The final conclusion will be confirmed to the complainant within 10 working days of receiving any comments. Should no comment be received then the draft findings will be confirmed as final conclusion.

7. Appeals

If the complainant is dissatisfied with the decision they may appeal against this in writing (not email). Appeals will be heard by the Appeal Panel which is drawn from NRCSE consisting of a Director (Chair), Curriculum Manager and one other who has had no interest or involvement in the complaint. The appeal will be heard within 20 working days of receipt of the appeal. The decision of the Appeals Panel will be communicated to the appellant within 5 working days of the meeting and will be final.

8. Monitoring and Evaluation

Any Complaints and Appeals will be reported to the NRCSE Quality Committee which meets twice a year. The number and nature of complaints and appeals and their outcome will be considered by the Committee and any changes to the policy or procedure will be agreed as appropriate.

9. Related Documents

This Appeals and Complaints Policy should be read in conjunction with the following documents:

- Access to Fair Assessment Policy
- Appeals Policy
- Disability Discrimination Policy
- Equality and Diversity Policy

10. Review

The NRCSE Board of Trustees will review the policy annually and revise it as and when necessary in response to customer feedback, changes in practice, OCN & NOCN requirements or changes in legislation.

Signed: _____

Print: John Robinson

Dated: 22/10/13

Review Schedule

Year	2014	2015	2016	2017
Date		30/1/15		
Signed		JR		