

NA College Trust Ltd

Complaints Procedure

Centre	NA College
Version and Date	V6 24/04/17
Date for Review	24/04/18

Purpose

NA College aim to provide high quality training and services to all students, employers and customers. On occasion things may go wrong and a complaint is an expression of concern. Action must be taken to address this so we can make changes and improvements to our programmes.

Informal Approach

Stage 1

If you have a complaint concerning your course/training programme you must try and resolve this by talking to your tutor, trying to find an informal way to resolve the problem within 5 working days.

Formal Approach

Stage 2

If the informal approach does not resolve the matter you may make a formal complaint which should be in writing and addressed to the Quality Manager. Alternative formats and methods of complaints will be accepted.

NAC Group

Unit 1 Spire Road

Glover Industrial Estate

Washington

Tyne & Wear

NE37 3ES

Tel: 0191 4661188

Formal complaints must be made within 10 days of the action or loss of service that you feel has adversely affected your learning opportunity.

The Quality Manager will acknowledge your complaint within 2 working days. Within 10 working days the investigation will be concluded and a response provided. If you are still not satisfied then please follow Stage 3.

Stage 3

Write to our Chief Executive. Explain the nature of your complaint and why you are not satisfied. A response will be provided within 10 working days. Finally, if you are still not satisfied please follow Stage 4.

Stage 4

Contact the ESFA (Education and Skills Funding Agency), Moongate House, 5th Avenue Business Park, Team Valley, Gateshead NE11 0HF.