

COMPLAINT FORM



**Quality Team, Aberdeen City Campus, Gallowgate, Aberdeen AB25 1BN
Telephone 0300 330 5550, Email: complaints@nescol.ac.uk**

If something goes wrong or you are dissatisfied with our services, please tell us. This feedback provides us with information we can use to improve our services.

Please give details below of your complaint, along with an indication of what it is that you would like us to do to address your complaint. We ask for your personal details to enable us to make further enquiries and also in order that we can provide you with a full response to your complaint. This information will be passed on to College staff only so far as is necessary for your complaint to be investigated. Full details of our complaints handling procedure can be found in leaflet form at College Reception areas, Libraries, IT Centres and on our website.

COMPLAINT DETAILS:

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DETAILS OF ANY CONTACT YOU HAVE HAD WITH STAFF TO DISCUSS THE PROBLEM:

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DESIRED OUTCOME:

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PERSONAL DETAILS:

Name:.....
Address:.....
..... Post Code:.....
Telephone:..... E-mail address:.....
Course title (if applicable):.....
Date of completing form:.....

FOR COLLEGE USE ONLY

Date logged by Quality Administrator.....

COMPLAINT HANDLING

1. At North East Scotland College we realise that things don't always go the way we want them to and sometimes they can go wrong. However, the College is committed to ensuring that everyone receives the best possible service and we want to respond to any problems quickly so that we can improve our services as soon as possible.
2. We expect all staff to be responsive to any difficulties encountered by students and other clients of the College. In particular we expect teaching staff to develop a classroom atmosphere in which you can express your views openly and in which problems can be dealt with directly and immediately.
3. However, if anyone finds cause for complaint with any aspect of the service we offer you, please tell us by whatever means is most convenient e.g. complaints form, telephone, letter, fax, email, face to face or through the website. Of course we will regret the fact that we have been unable to meet your needs fully, but we also welcome the opportunity to investigate the problem, respond to you, and remedy any problems with our service. As a first stage (if you are a student) you should, if possible, report the problem to your lecturer or guidance tutor as they may be able to solve your problem quickly. If he/she cannot help you, please complete a complaints form. These forms are available on paper, at each College Centre Reception Office, and on the College website. If you use the paper form please leave it in the box provided.
4. We take all complaints seriously and deal with them fairly. Complaints will be logged by the Quality office on receipt and a response will be provided to most complaints within 5 working days, although those which require a longer investigation will be acknowledged initially and a response provided within 20 working days. The College will ensure that all complaints are treated in a confidential manner. To ensure that you are happy with the response you have received, you will be sent a satisfaction questionnaire after an interval of 3 weeks to find out if you are satisfied with the complaints process. Progress in dealing with each complaint will be monitored systematically.

North East Scotland College is an equal opportunities college therefore all complaints are administered in compliance with the Data Protection Act and Freedom of Information Act.

5. **Scottish Public Services Ombudsman**

Please note that if you have filed a complaint and are dissatisfied with the outcome of the investigation into your complaint - following both the initial response and any follow up contact - you have a right to refer your complaint to the Scottish Public Services Ombudsman if you believe you have sustained injustice or hardship as a result of maladministration or service failure.

The Ombudsman will normally only consider complaints referred within 12 months but may consider, in exceptional circumstances only, any complaint made more than 12 months after the date on which you found out about the matter. The SPSO's contact details are:

Freephone: **0800 377 7330** or

By Post **Freepost SPSO** (this is all you need to write on the envelope and NO stamp is required) or

E-mail: ask@spsso.org.uk

A complaint form is also available on the Ombudsman's website: www.spsso.org.uk

6. An analysis of complaints is included in the College's website.
7. The College's approach to handling complaints will be drawn to the attention of students in MyNescol.

Neil Cowie
Principal and Chief Executive