

# COMPLAINT FORM



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

If you are complaining on behalf of someone else we will need their written consent to be able to give you a response to your complaint to comply with Data Protection processes. Please ensure the permissions form on the other side of this page is completed and signed by that person. Be aware that without the permission, although your complaint will be investigated, we will not be able to provide you with a full, detailed response.

## Complaint details:

.....  
.....  
.....  
.....  
.....

## Details of any contact you have had with staff to discuss the problem:

.....  
.....  
.....

## Desired outcome:

.....  
.....

## Personal details:

Name: .....

Address: .....

..... Post Code: .....

Telephone: ..... E-mail address: .....

Course title (if applicable): .....

Date of completing form: .....

**FOR COLLEGE USE ONLY** .....

# COMPLAINT PERMISSION

If you are complaining on behalf of someone else please ensure they complete and sign the information below and provide us with their email address.

|  |                              |                             |
|--|------------------------------|-----------------------------|
| Name of person submitting complaint  |                              |                             |
| Name of person on whose behalf complaint has been submitted  |                              |                             |
| Do you give permission for the complaint to be investigated?   | YES <input type="checkbox"/> | No <input type="checkbox"/> |
| If yes, who would you like the response to be addressed to? (yourself, the person who submitted the complaint or both) |                              |                             |
| Signature  |                              |                             |
| Email address to contact person on whose behalf the complaint is being submitted                                       |                              |                             |

# 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. If anyone finds cause for complaint with any aspect of the service we offer, please tell us by whatever means is most convenient. 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 academic tutor as they may be able to solve your problem quickly. If they cannot help you, please complete a complaints form.
4. The College will ensure that all complaints are treated in a confidential manner. To ensure that you are satisfied with the complaints handling process, you will be sent a satisfaction questionnaire within 3 weeks of receiving a response.
5. 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.

