

ncn Basford Hall
Stockhill Lane
Basford, NG6 0NB
0115 9 100 100

ncn City (Adams)
The Adams Building
Stoney Street
The Lace Market
Nottingham, NG1 1NG
0115 9 100 100

ncn City (Bath Street)
Bath Street
Nottingham, NG1 1DA
0115 9 100 100

ncn Clarendon
Pelham Avenue
Nottingham, NG5 1AL
0115 9 100 100

ncn High Pavement
Sixth Form College
Chaucer Street
Nottingham, NG1 5LP
0115 912 5500

ncn Hucknall
Portland Road
Nottingham, NG15 7SN
0115 9 100 100



Getting it right

How to make your views
known or make a complaint



We have tried to make our complaints process easy to understand and use.

The informal approach

One of the main reasons people become unhappy with the service they receive (at a college, in a shop, on a train) is that they feel nobody is listening to them. Usually, problems can be resolved by explaining the situation and discussing ways forward. We call this the informal approach and we recommend you start here.

Who can I talk to?

This may depend on what the complaint is about. Your tutor might be the person to talk to first or you might prefer to arrange to talk to a manager who is responsible for your programme area. You can get a list of managers from Student Services.

**There are other people who can advise you.
You could speak to:**

- someone from our Advice and Guidance team
- a Personal Adviser
- a Students' Union officer
- any other members of staff you feel comfortable talking to

I've tried all that and I'm still not happy. What can I do now?

The formal approach

You should contact the **ncn** Complaints Administrator, c/o, **ncn** Clarendon. You can do this by writing a letter, or speaking to a member of staff who will help you fill in a complaint recording form and pass it on for you.

An initial investigation of the complaint will be completed within 10 working days and the outcome sent to you.

What if I don't agree with the outcome?

Appeals process

If you are not satisfied with the outcome of your complaint, you can appeal against the decision. To do this, you must write to the Deputy Principal within 10 working days of the date of the complaint response letter, outlining the basis of your appeal.

The Deputy Principal will review your case and respond within one calendar month of receiving your appeal letter.

I'm still not satisfied. What's the next step?

If you feel we have not resolved the problem satisfactorily you may complain to:

Skills Funding Agency
17a Meridian East
Meridian Business Park
Leicester
LE19 2UU
Tel: 08450 194 187