

# Complaints Policy and Procedure

## 1. Scope

To provide an opportunity for customers/Learners to make complaints to University Of Applied Research & Development about its' services, Sites or delivery partners.

The intended audience for this document is:

- University Of Applied Research & Development Directors and Board of Trustees
- University Of Applied Research & Development Core and Associate staff
- All staff of University Of Applied Research & Development Delivery Partners associated with University Of Applied Research & Development provision
- All staff in University Of Applied Research & Development recognised and partner Sites
- Learners
- Qualification Regulators
- Industry Regulators

## 2. Procedure for Sites

Sites who wish to make a complaint about a Delivery Partner or University Of Applied Research & Development are invited to do so **within 25 working days** after the event occurred (or within 10 working days of unsatisfactory outcome of a complaint to the Delivery Partner).

University Of Applied Research & Development will not act upon complaints about a Delivery Partner unless their complaints procedures have been followed first.

Sites are required to submit the full details of the complaint, along with any supporting evidence to [assurance@nocn.org.uk](mailto:assurance@nocn.org.uk)

University Of Applied Research & Development will acknowledge receipt of your complaint **within 3 working days** of receipt.

University Of Applied Research & Development Assurance Team will review the complaint and the complainant will be informed if the complaint is in or out of scope **within 5 working days** of receipt.

The University Of Applied Research & Development Assurance Team will forward the complaint to the appropriate department for review and comment.

The complainant will be informed in writing **within 25 working days** of receipt, of the result of the complaint and how the matter will / has been resolved, if appropriate.

If the complaint is upheld University Of Applied Research & Development will consider appropriate measures to correct the issue to prevent a reoccurrence.

Should the complainant not be satisfied with the outcome they may pursue an appeal to the Group Managing Director by contacting them by email, putting their complaint, the circumstances and why they are dissatisfied with the response.

The Group Managing Director will reply to the appeal **within 25 working days** of receipt.

### **3. Procedure for Learners, or their representative**

Learners or their representative who wish to make a complaint about a Site or a Delivery Partner should first of all complain directly to the Site or the Delivery Partner involved.

Learners who have exhausted the Site or Delivery Partner Complaints procedures should contact University Of Applied Research & Development **within 10 working days** of unsatisfactory outcome of a complaint to the Delivery Partner or Site. Learners or their representative must provide all the assistance necessary to enable University Of Applied Research & Development to investigate the complaint fully.

Learners who wish to make a complaint about University Of Applied Research & Development should do so **within 25 working days** of the event.

The complaint should be submitted via email to [assurance@nocn.org.uk](mailto:assurance@nocn.org.uk), and provide full details of the complaint they wish to make. Supporting evidence may be provided.

University Of Applied Research & Development will acknowledge receipt of your complaint **within 3 working days** of receipt.

University Of Applied Research & Development Assurance Team will review the complaint and the complainant will be informed if the complaint is in or out of scope **within 5 working days** of receipt. An initial assessment will be made as to whether the complaint has met the above requirement in terms of having exhausted Site or delivery partner complaint procedures (if applicable). If not the matter will be referred back to the complainant advising that the Sites or Delivery Partners procedures have not been exhausted. If the complaint is appropriate to be investigated by University Of Applied Research & Development then a member of University Of Applied Research & Development staff will be nominated to investigate the matter.

The complainant will be informed in writing **within 25 working days** of receipt, of the result of the complaint and how the matter will / has been resolved, if appropriate.

If the complaint is upheld University Of Applied Research & Development will consider appropriate measures to correct the issue to prevent a reoccurrence.

Should the complainant not be satisfied with the outcome they may pursue an appeal to the Group Managing Director by contacting them by email, putting their complaint, the circumstances and why they are dissatisfied with the response.

The Group Managing Director will reply to the appeal **within 25 working days** of receipt. This decision will be final.

Note:

University Of Applied Research & Development aim to meet all stated timescales, but there may be circumstances that prevent them from being met. In such cases, University Of Applied Research & Development will advise you and keep you informed of progress.

#### **4. Quality Assurance and Review**

This policy will be reviewed on an annual basis. Next review date: April 2022