

NCUK



Complaints and Compliments Policy



Amendment History

Release Date	Version No.	Summary of Main Changes	Author
February 2019	V1	New Policy	Andrea Swindell, Senior Projects and Business Support Officer
October 2020	V2	Change of NCUK address	Andrea Swindell

Review Arrangements

This document will be reviewed annually as part of the NCUK self-evaluation arrangements. It may also be revised as and when necessary in response to feedback, trends from our internal monitoring arrangements, changes in our practices, actions from the regulatory authorities (where applicable) or external agencies or changes in legislation.

If you would like to feedback your views, please contact finance_operations@ncuk.ac.uk.

Introduction

NCUK is committed to delivering the highest standards throughout our products, services and communications.

This document sets out NCUK's Complaints and Compliments Policy and is aimed at Study Centres, students and all interested parties who access a direct or indirect service from NCUK.

NCUK values all the Study Centres who deliver our qualifications and the students who undertake them. We are confident of providing a high-quality service and we would be extremely disappointed if this was not the case.

Should you feel that you have encountered a poor level of service, it is important that you tell us immediately so that we may address your issue and improve what we do. Likewise, if we have exceeded your expectation, we would be delighted to know.

Compliments or comments about our service

Compliments and comments are valuable, welcome and important. When they are received they will be recorded. Compliments enable NCUK to understand that our service is being provided to the customer's satisfaction and to provide feedback to our staff.

Compliments or comments can be submitted to finance_operations@ncuk.ac.uk

Complaints about our service

We intend that our customers will have no cause to complain about the quality of the service they receive. We will act fairly, courteously, legally and without bias or prejudice in all such matters and those who have cause to submit a complaint will not be disadvantaged in any way by doing so. NCUK will endeavour to resolve all problems quickly, efficiently and fairly.

A complaint is an expression of dissatisfaction regarding the quality of service provided by NCUK.

The following issues are covered by other NCUK policies:

Enquiries and Appeals

Students and Study Centres have the opportunity to submit enquiries about results and appeals to ensure that NCUK's awarding processes and procedures have been followed correctly and that any decision is fully justified.

- If a student wishes to submit an enquiry about Results, s/he should speak to his/her Study Centre for guidance. All enquiries about Results must be submitted via the Study Centre.
- To submit an enquiry about Results or Appeal, the Study Centre should follow the NCUK Academic Handbook, **Enquiries about Results and Appeals Policy**, which is available to Study Centres in the Welcome Document Library.

Should a complaint be submitted which is in fact an enquiry or an appeal we will respond to inform the relevant party that the issue is being considered, where appropriate, in accordance with the approach outlined in the **Enquiries about Results and Appeals Policy**.

Whistleblowing

If an individual wishes to disclose information relating to potential or actual malpractice or wrongdoing and/or the covering up of malpractice or wrongdoing, they should refer to a separate **Whistleblowing Policy** which is available on the NCUK website.

Malpractice

We define Malpractice as any activity, deliberate action, neglect, default or other practice which contravenes and compromises the assessment process; the integrity of the programme; the validity of a result or certificate; and the reputation or credibility of NCUK and its partner universities. If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect malpractice or maladministration may have occurred, you should send your concern to us in

accordance with the arrangements within the **Malpractice and Maladministration Policy**, available to Study Centres in the Welcome Document Library.

Study Centre responsibility

Study Centres should take all responsible steps to ensure that their staff involved in the management, assessment and quality assurance of our qualifications, and students, are aware of the contents of the **Complaints and Compliments Policy** and that the Study Centre has a complaints handling procedure and appeals process in place to deal with complaints from students about the services they provide from the Study Centre. If a student or parent is unhappy about a service or activity being delivered by a Study Centre they must first of all go through the Study Centre's own complaints process before bringing the matter to NCUK.

How should I complain?

You should first try to sort out any issue at the earliest opportunity by speaking to the member of NCUK staff who dealt with you. If they cannot help or you wish to speak to someone else, you can ask to their manager.

If this is not possible or you are not satisfied with the help provided by the manager, please send a **written complaint**, within one month of the event you are complaining about using the contact details outlined at the end of this Policy, clearly stating that you wish the issue to be treated as a complaint.

What details do I have to give?

Please give your full name and contact details along with:

- a full description of your complaint (including the subject matter and dates and times if known);
- any names of the people you have dealt with so far;
- copies of any correspondence relating to the complaint.

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us. If you are concerned about possible adverse consequences, please inform us that you do not wish for us to divulge your identity.

While we are prepared to investigate issues which are reported to us anonymously we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those the complaint/allegation relates to.

What will happen to my complaint?

We will acknowledge receipt of your complaint within **2 working days**, letting you know who is investigating your complaint.

We aim to investigate the complaint within **7 working days**. If your complaint is more complex or involves people who are not available at the time, we reserve the right to extend this and will contact you within 7 working days to let you know.

We may contact you within this period to seek further information or clarification.

At the end of the investigation NCUK will write/email to inform you of our decision.

If any part of a complaint is upheld we will respond to you accordingly and give due consideration to how we can improve our service and arrangements. Examples of this may include reviewing our procedures or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behavior of our staff is deemed inappropriate.

In situations where a complaint has been successful, we will give due consideration to the outcome and will take appropriate actions such as:

- (a) identify any other student who has been affected by that failure,

- (b) correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- (c) ensure that the failure does not recur in the future.

What if I am not happy with the response?

Stage 1 Appeal

If you disagree with the decision you must let us know within 10 working days from the date that we have responded to you with our decision using the contact details given in the response

The complaint and response will be reviewed by a member of the Senior Leadership Team; a response will be given within 10 working days.

Stage 2 Appeal

If you are still unhappy with the decision taken in reviewing the complaint and response you must contact us within 10 working days of the Appeal response.

We will acknowledge receipt of your Appeal within 2 working days and give you a response timeframe.

The case will be reviewed by the Chief Executive Officer.

Stage 3 Appeal

If you are unhappy with the Stage 2 Appeal response, you must contact us within 10 working days.

We will acknowledge receipt of your Appeal and give you a response timeframe.

The case will be reviewed by a member of the Board of Directors.

How to submit a complaint or compliment

Complaints or compliments can be made in the following way:

By email: finance_operations@ncuk.ac.uk

By post: NCUK (Corporate Services)
Room E.43 Sackville Street Building
The University of Manchester
Sackville Street
Manchester
M1 3BU

Telephone (for enquiries): 0161 306 8897