Procedure for Complaints

A Guide for Students, Employers and other Members of the Local Community

If you require this form in alternative formats and / or language pleasecontact us on:

Telephone: (0191) 375 4000
Email: help@newdur.ac.uk

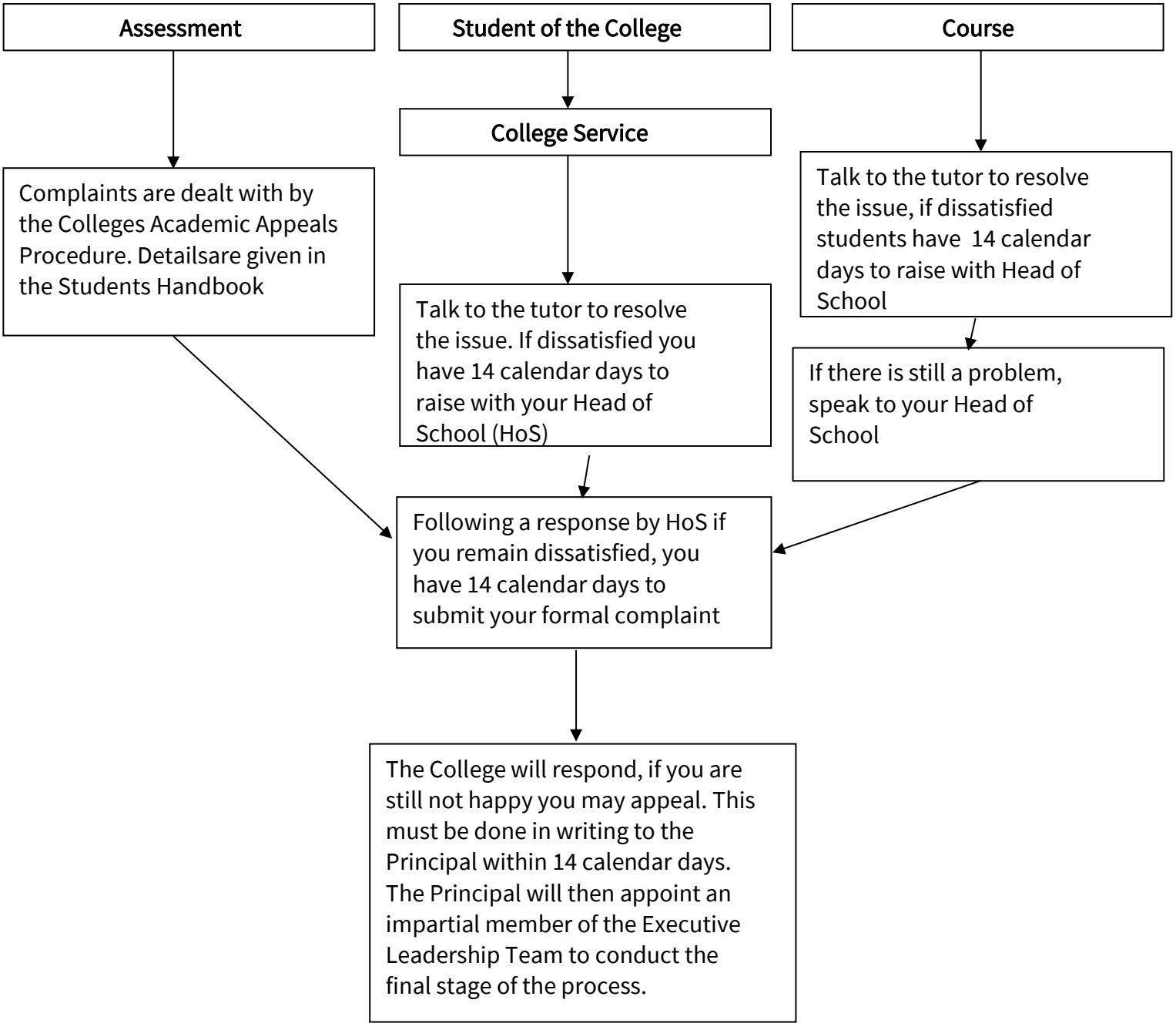
Procedures for Complaints

Employer, Visitor or Member of the Local Community.

Speak to reception and information desk staff. They will give you the nameand relevant contact number, who will try and resolve the issue.

If there is still a problem submit a formal complaint.

The College will respond, if you are still not happy you may appeal. This must be done in writing to the Principal within 14 calendar days.



New College Durham is committed to providing quality services covering all aspectsof its work. If occasionally such services do not meet the standards expected and this causes undue difficulties for students, employers or members of the local community, then this complaint procedure should be invoked.

If you wish to make a complaint what should you do first?

1. Student of the College:

a. If you have a complaint concerning your course you must first try to resolve your concern by talking to any of your tutors. If this does not resolve the concern you should then approach your Head of School. If you still remain unsatisfied by the response then you can submit a formal complaint within 14 calendar days of receiving the feedback from the Head of School. Contact details can be found at intra.newdur.ac.ukunder the Curriculum link.

b. Please note any complaints concerning assessment must be dealt with using the College's separate Academic Appeals Procedure, details of which are given in the Student Handbook and Diary. **(Please do not use this Form to register a complaint against any aspect of assessment.)**

c. If you have a complaint concerning any of the College Services you should in the first instance try to resolve the problem by talking to your subject tutor(s), personal tutor or course/programme leader. If this does not resolve the problem you can then submit a formal complaint within 14 calendar days of receiving your informal response from the relevant area.

2. Employer, Visitor or Member of the Local Community

Please do not hesitate to speak to staff at the Reception and Information Desk who will provide the name and telephone number of the relevant Manager. We would encourage all concerned to speak to our Managers first before submitting a formal complaint.

This complaint procedure must not be utilised by employees of New CollegeDurham for which there is a separate procedure for staff to raise concerns.

3. If you wish to make a Complaint

Please complete the online form or email your complaint to help@newdur.ac.uk. Once your complaint has been received you will receive a letter acknowledging receipt, within five working days. Each stage of the complaints process (informal, formal or appeal) has a timeframe of 14 calendar days to be responded to.

4. Further Action

If, after you have received a response from the College, you remain dissatisfied you may appeal against the decision. To do so you need to contact the Principal and Chief Executive in writing within 14 calendar days. The appeal must be based on the original complaint and an outcome must be specified. If at any point through the complaint process any new points for concern are raised this will result in the entire complaint being remitted back to the informal stage.