



New College Durham

Procedures 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 please contact
us on:

Telephone: (0191) 375 4000
Dedicated Text Number: 07425634227
Fax: (0191) 375 4222
Email: helpdesk@newdur.ac.uk

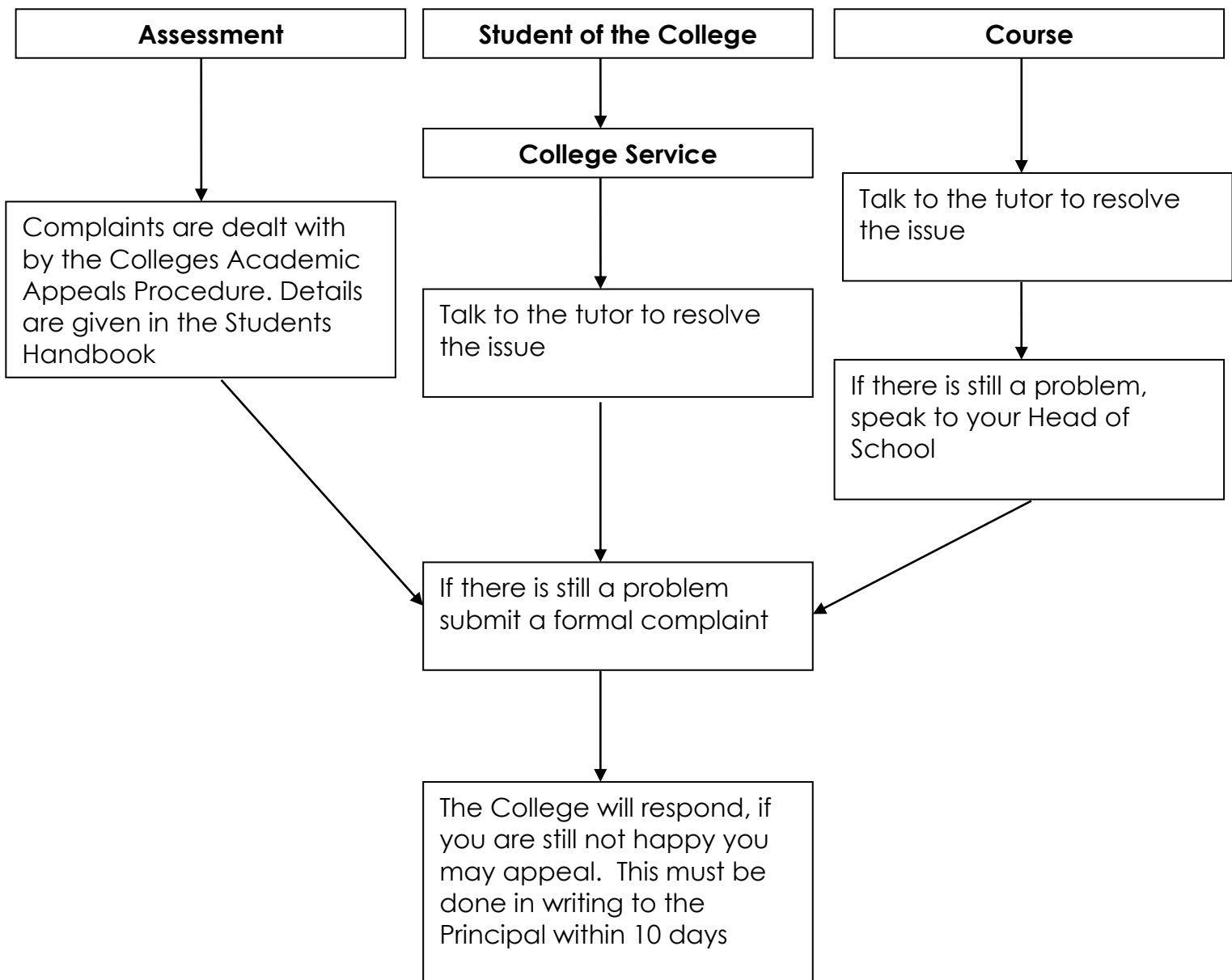
Procedures for Complaints

Employer, Visitor or Member of the Local Community.

Speak to reception and information desk staff. They will give you the name and 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 10 days.



New College Durham is committed to providing quality services covering all aspects of 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. Contact details can be found at intra.newdur.ac.uk under the Policies, Procedures and Forms 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. **(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.

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 College Durham for which there is a separate procedure for staff to raise concerns.

3. If you wish to make a Comment/Suggestion/Complaint

Please complete this form and forward to the Executive Support Manager at the address shown overleaf, or hand in at the Reception and Information Desk. Once your complaint has been received you will receive a letter acknowledging receipt, within five days. You will be informed how long it should take to look into your complaint and who will be dealing with it. Once your complaint has been addressed, you will receive a full written response or be invited to discuss the matter.

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 10 days.

Comments, Suggestions & Complaints Form

(Please complete all sections of the form. Please print using CAPITAL letters)

Name:

Address:

..... Postcode:

Telephone Number: Day:

Evening:

Email Address: (if available):

Course Attending: (students only)

What is your comment/suggestion/complaint?

.....
(Continue on a separate sheet if required)

What could the College do to address your comment/suggestion/complaint?

.....
(Continue on a separate sheet if required)

What is the outcome you are seeking?

.....

.....
(Continue on a separate sheet if required)

Signed: Date:.....

Please return completed forms to:

Executive Support Manager
New College Durham
Framwellgate Moor Campus
DURHAM DH1 5ES

(You can return this form by leaving it at the Reception and Information Desk)