

# NOCN Complaints Policy and Procedure

## 1. Scope

To provide an opportunity for customers/Learners to make complaints to NOCN about its' services, Centres or delivery partners.

The intended audience for this document is:

- NOCN Directors and Board of Trustees
- NOCN Core and Associate staff
- All staff of NOCN Delivery Partners associated with NOCN provision
- All staff in NOCN recognised and partner Centres
- Learners
- Qualification Regulators
- Industry Regulators

## 2. Procedure for Centres

Centres who wish to make a complaint about a Delivery Partner or NOCN 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).

NOCN will not act upon complaints about a Delivery Partner unless their complaints procedures have been followed first.

Centres 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)

NOCN will acknowledge receipt of your complaint **within 3 working days** of receipt.

NOCN 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 NOCN 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 NOCN 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([managing.director@nocn.org.uk](mailto:managing.director@nocn.org.uk)), 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 Centre or a Delivery Partner should first of all complain directly to the Centre or the Delivery Partner involved.

Learners who have exhausted the Centre or Delivery Partner Complaints procedures should contact NOCN **within 10 working days** of unsatisfactory outcome of a complaint to the Delivery Partner or Centre. Learners or their representative must provide all the assistance necessary to enable NOCN to investigate the complaint fully.

Learners who wish to make a complaint about NOCN 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.

NOCN will acknowledge receipt of your complaint **within 3 working days** of receipt.

NOCN 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 centre or delivery partner complaint procedures (if applicable). If not the matter will be referred back to the complainant advising that the Centres or Delivery Partners procedures have not been exhausted. If the complaint is appropriate to be investigated by NOCN then a member of NOCN 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 NOCN 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 ([managing.director@nocn.org.uk](mailto:managing.director@nocn.org.uk)), 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:

NOCN aim to meet all stated timescales, but there may be circumstances that prevent them from being met. In such cases, NOCN 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 2019

Version	Approved by	Date	Next Review Date
3.0	GHE	February 2018	April 2019