

## COMPLAINTS PROCEDURE

The NOVA Partnership is committed to providing high quality services for our learners, employers and the community in general; we welcome any feedback to help us to improve Quality. The term Complainant is used to define a person who complains throughout this document.

This procedure operates within the NOVA Equality and Diversity Policy and a male or female may be requested to assist with the resolution of Complaints.

### STAGE 1 (with Provider)

The Complainant tries to resolve the matter using the Training Centre's procedure. This is organised through the Centre's Complaints Manager.

The Induction at the Training Centre explains who to complain to at all stages of Complaints reporting. This will be a representative at either the Training Centre or the NOVA Partnership Centre.

Explaining a problem to someone often means that they can provide an immediate explanation or solution.

The Complaints Manager investigates & aims to resolve the query within 5 working days.

Staff are under an obligation not to allow a complaint to have any bearing on the way that a learner is treated. A response may be via telephone, meeting or an informal letter. Feedback should target all points raised by the Complainant. Any relevant bodies such as Connexions or the LSC will be notified as appropriate.

### STAGE 2 (with NOVA)

If the Complainant is not satisfied with the response given, he/she may progress the matter with the NOVA Partnership Manager.

If a learner who is subject to disciplinary procedures makes a complaint which is related, then the matter would be taken into account as part of the Disciplinary Process, not as part of the Complaints procedure. Complaints about a staff member would be investigated by their Line Manager.

A Learner should use the NOVA Complaints Form, copies of which can be found at all NOVA Partnership Training centre reception areas. Send the completed form to the address on the bottom of the form or if you wish to talk to someone you can telephone the NOVA Partnership Manager on 01702 220 592.

The Complainant uses the form to describe the issue, what has been done to resolve the matter informally and the desired final outcome.

The NOVA Partnership Manager works with the relevant Training Provider staff members and resolves the complaint within 15 working days, or in exceptional circumstances advises why this is not possible. A response is normally in writing.

### STAGE 3 (final stage)

If the complainant is unhappy with the response received, this can be raised to the Executive Director of the NOVA Partnership.

A request for a further review of the complaint is submitted in the form of a letter within 10 working days of the response to the complaint. The request for review will be acknowledged in 5 working days, unless there are exceptional circumstances.

The complaint will be reviewed by two members of the NOVA Management Group.

The two members of the NOVA Management Group are appointed by the NOVA Executive Director. The review may take up to 15 working days to complete. A final response is sent in writing by the NOVA Executive Director.

### QUALITY MANAGEMENT

**Stage 1** : Complaints received are given a unique reference, logged and reported to the NOVA Partnership Quality Development Manager annually.

**Stages 2 and 3** : The NOVA Partnership Manager retains a copy of all Complaints received and the NOVA Partnership Quality Development Manager maintains a log of these complaints.

**Analysis** : Complaints will be analysed annually for the NOVA Partnership Management Group and quality improvements will be proposed.



Reference:

## COMPLAINT FORM

We are sorry that you have had cause to complain. We are committed to providing the highest possible quality in our provision and we are continually trying to improve the service offered to students and other customers. Please complete this form, including as much information about the problem as possible to enable us to fully investigate your complaint.

Please note that staff are under an obligation not to allow a complaint by a student to have any bearing on the way that the student is treated or assessed.

**Name**  
**Address**

**Date of Complaint**

**Postcode**

**Tel. No.**

**Course**

**Please set out clearly the nature and origin of your complaint**

Please continue on a separate sheet if necessary

**Please describe the steps you have taken to resolve your complaint informally. If this has not been possible, or the outcome is not satisfactory, please explain why.**

Please continue on a separate sheet if necessary

**Signature of complainant**

**NOVA date stamp**

**Please return to the NOVA Reception, or by post to:**

The NOVA Partnership Manager, The NOVA Partnership, c/o South East Essex College,  
The Campus, Luker Road, Southend-on-Sea, Essex, SS1 1ND

**The information provided on this form will be stored and processed under the Data Protection Act 1988**