

SOMETHING TO SAY?

....how to help us resolve your concerns

At Newcastle College we aim to offer a high quality education service in a safe environment, where everyone is treated with dignity and respect.

We hope that you never have cause to complain but, if you are unhappy with any aspect of the service you receive from us, we want to know as soon as possible and have the opportunity to put things right.

In order to help us address your complaint quickly and efficiently you should let us know about it within three months of its occurrence.

We treat all concerns and complaints seriously and with respect and continuously try to improve our service to you. if you are unsure about how to make a complaint and need further help or advice at any stage please ask at the reception desk at Student Services in Rye Hill House or telephone 0191 200 4000 and ask to speak to a Student Services Adviser who will help you.

If you need a copy of our Complaints Policy in an alternative format or if you need help with translation please let the Student Advisor know.

Introduction

The college has a staged complaints procedure through which we aim to resolve concerns as quickly as possible. Stage 1 of the procedure differs slightly for students, employees or complaints of a general nature.

Employees or former employees should use the college's Grievance Policy and Procedure. Further details and advice on this can be obtained from Human Resources.

Details of the four stages of the Complaints Procedure are outlined below.

Timescales

In order to help us to investigate and resolve any area of dissatisfaction you should notify us of your concern at Stage 1 immediately and no later than three months of its occurrence.

Complaints made at Stage 2 must be made within three months of exhausting Stage 1 of the complaints procedure and complaints made at Stage 3 must be made within three months of exhausting Stage 2 of the complaints procedure.

Stage 1

Students

Rather than let an issues of concern or an area of dissatisfaction become a complaint, we hope that you will try to resolve your issue promptly by:-

- Raising your concerns directly with the person who, in your opinion, is responsible, or directly with your lecturer/course tutor, or directly with the course leader or manager for your course, or
- Using the college course evaluation system to bring concerns to the attention of course teams and/or college managers, or
- Using your student representative on the course team or Programme Board to take forward any concerns or,
- Raising concerns through your school's Learner Forum. Once you have raised an issue of concern, the college will respond in a timely fashion.

Employers

If you are dissatisfied or have any concerns with the service provided by the college you can raise the issues:

- directly with the course leader or manager for the area or
- through the college course evaluation system.

General

If you are a member of the public, parent, ex-student or general user of the college and you are dissatisfied or have concerns about the service provided, you should in the first instance:

- raise the issue directly with the person who, in your opinion, is responsible, or
- raise the issue with the supervisor or manager for the area/service concerned.

Stage 2

If your concern is not resolved at Stage 1 or you feel the issue has not been responded to satisfactorily, you can take your complaint to Stage 2 of the college procedure. You should write to the Director of School or Service identifying both the nature of the complaint and, if appropriate, the individual against whom the complaint is being made. Any complaint against an individual will be dealt with in a confidential manner. You will receive a response within ten working days detailing how we plan to investigate and when you might expect a detailed answer.

Each school or service has a Director or Head to whom you can speak or write. They will help to deal with your concern if it is a matter related to your course of study.

These are:

Director/Head	School/Unit	Telephone Number
Jane Cadman	School of English and Maths	0191 200 4471
Phil Bawden	Creative Industries	0191 200 4252
Jim Hubbard	Applied Science	0191 200 4374
Barbara King	Health and Enterprise	0191 200 4198
Greg Smith	Lifestyle Academy	0191 200 4603
Steve Gibson	Sixth Form College	0191 200 4593
Nicky Turnbull	Construction	0191 200 4362
Sheran Johnson	Teaching Development Centre	0191 200 4258

There are also Directors/Heads for each of the college's service areas. If your issue is a matter not concerned with your course of study, but other college services. The relevant contacts are:

Director / Head	Service	Telephone Number
Ann Baxter	HE Curriculum	0191 200 4360
Sean McCready	E-Learning	0191 200 4820
Joanne Marshall	Estates	0191 200 4344
Mike Gallagher	Human Resources	0191 200 4093
David Wilson	College IT	0191 200 4596
Donna Thorp	Quality	0191 200 4904
Rob Hall	Finance	0191 200 4753
Jane Oswald	Marketing	0191 200 4873
Graeme Brown	Student Services	0191 200 4107
Jacque Brown	Learning Support Services, International Welfare, Nursery and Library	0191 200 4501
Dawn Barber	International Sales and Recruitment	0191 226 6308
Mark Sacco	Governance	0191 200 4300
Sean Lee	Group MIS	0191 200 4898
Alan Fenton	Head of Exams	0191 200 4318

Directors or Heads can be contacted at Newcastle College, Rye Hill House, Scotswood Road, Newcastle upon Tyne, NE4 7SA.

Stage 3

If you are dissatisfied with the response to your Stage 2 complaint, you have the right to escalate your complaint to stage 3. You should put your complaint in writing, detail the reason for your dissatisfaction, what you have done to try to remedy the complaint informally and what you would like us to do next. Any complaint against an individual will be dealt with in a confidential manner. Stage 3 Complaint Forms should be sent to the office of The Principal. You will receive a response within ten working days detailing how we plan to investigate and when you might expect a detailed answer.

Stage 4

Students, General and Employers

If your concern is not resolved at Stage 3 and you are still not happy you can appeal to the Skills Funding Agency (SFA) for all courses. Before you can do this, you must have exhausted all three stages of the college's Complaints Procedure. If your concern reaches this stage, we will give you full information on how to proceed. You should note that any complaint made to the SFA must be made in writing within 3 months of exhausting the above Complaints Procedure.

The address for the SFA is:

Moongate House
5th Avenue Business Park
Team Valley Trading Estate
Gateshead
NE11 0HF

If you are a student you may wish to take advice and support from the Student Union during the Complaints process. The contact details for the Student Union are:-

Student Union Office
Armstrong Building
Rye Hill Campus
Scotswood Road
Newcastle upon Tyne
NE4 7SA

How to contact us

If you do not wish to, or cannot speak to us in person (see stage 1 overleaf) you can contact us by post (no stamp needed), telephone, fax, minicom or email at these contact addresses/numbers:

Newcastle College
FREEPOST NT920
Rye Hill Campus
Newcastle upon Tyne
NE4 7SA

Telephone: 0191 200 4000
Fax: 0191 200 4517
Minicom: 0191 272 3304
Email: enquiries@ncl-coll.ac.uk

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