

New Directions Complaints Procedure

It is the aim of New Directions to provide all its learners and clients with a high quality service. However, from time to time problems may occur. You have the right to pursue the resolution of any difficulties and New Directions will undertake to respond to your complaint with care and concern. We do ask that complaints are logged in a timely fashion.

Making a complaint

Problems should first be discussed with the relevant service or curriculum area and initially you should raise it with the Tutor/Curriculum Manager or Service Manager. If you wish the complaint to be logged, it will be recorded at this point.

If discussion does not resolve the matter or it is not appropriate, then the complaint should be made either by letter, email or telephone to the Assistant Principal Andrea Wood, email: andrea.wood@reading.gov.uk telephone: 01189 374053 / 07811 685850

Response to complaints

In response to complaints New Directions will:

- Make an initial response to you within 10 working days
- Research the circumstances/details of the matter and provide a full response, including, where appropriate, explanation and details of any action taken. This will typically be issued within three weeks.
- Log and track all complaints for Quality Assurance purposes

Complaints about results

A complaint about your course grades and other internal assessments are dealt with via the appeals procedure. A copy of the procedure is available in the Learner Handbook and on Moodle. If your complaint is about external assessment, you should contact the Examinations Office who will explain the procedure for the particular awarding body concerned.

If you are still not satisfied

If the complaints procedure has been exhausted and you are still dissatisfied, you can contact Reading Borough Council directly and complete the online complaint form via www.reading.gov.uk/complaints.

If your course was funded through the Education and Skills Funding Agency, they have their own complaints procedure, which reviews the processes New Directions has gone through when dealing with your complaint, including the decisions that have been made. You should contact the ESFA within 3 months of getting a decision from New Directions. You should email or post your complaint to the ESFA complaints team: complaints.ESFA@education.gov.uk or Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT. The ESFA will acknowledge your complaint within 5 days and will let you know what will happen next.