

Customer Complaint Leaflet

Completed complaint forms should be returned to:

**Jackie Robertson
Newbattle Abbey College
Newbattle Road
Dalkeith
Midlothian
EH22 3LL**

In the event that you remain dissatisfied with the decision regarding your complaint you have the right to complain to the Scottish Ombudsman within a year of the incident to which the complaint refers.

**The Scottish Ombudsman can be contacted on 0870 0115378
Or by E-mail at:**

enquiries@scottishombudsman.org.uk

Newbattle Abbey College is committed to equalities and inclusiveness, challenging discrimination and promoting diversity.

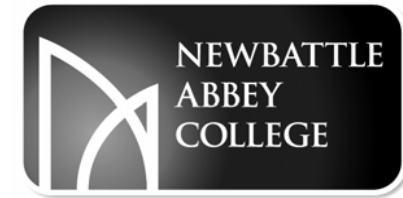
If you need this document in a different format please contact:

**Jackie Kane
Newbattle Abbey College
Newbattle Road
Dalkeith
Midlothian EH22 3LL**

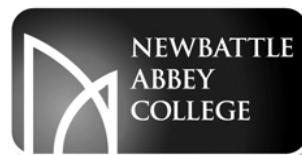
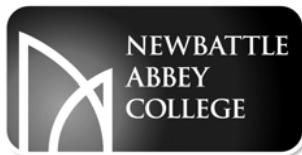
**Tel: 0131 663 1921
Fax: 0131 654 0598**

**E-mail:
office@newbattleabbeycollege.a.c.uk**

**Newbattle Abbey College
Complaints Procedure**



Customer Complaints Leaflet



Customer Complaints Policy and Procedures

As a learning organisation Newbattle Abbey College is committed to:

- Maintaining a strong customer focus and meeting customer requirements.
- Continuously improving and working towards the achievement of high standards.
- Personal development with recognition of each individual's contribution to organisational success.
- Teamwork within the organisation and collaboration with others in sharing ideas and expertise.
- Delivering services effectively with due regard to value for money

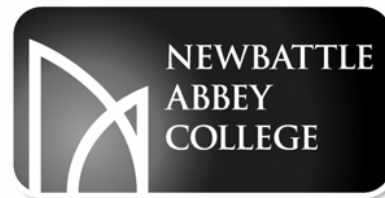
It is our policy that we will deal with any complaints about members of staff, the services we provide or administration of the college quickly

and effectively avoiding the need for a written complaint wherever possible.

However, should the matter necessitate a written complaint, the procedures detailed below will be followed.

Separate guidelines are available if:

- You are a student who has a complaint about non-academic matters.
- You are a student who has a complaint about academic matters.
(see Academic Handbook)
- You are a member of staff who has a complaint or grievance.
- You believe you have been treated in an unlawful or discriminatory way



Procedure

Fill out a complaints form identifying the nature of the complaint and if appropriate, the individual against whom the complaint is being made.

The complaint will be dealt with in a confidential matter.

Address the complaints form to the Administration Manager, who will formally acknowledge receipt of it within 5 working days.

You will receive a full copy of the Complaints Procedure that will detail how the complaint will be handled.

You will normally receive a decision about how your complaint will be resolved within 15 working days or will be informed of the progress being made in resolving your complaint and when you can expect to receive a response.

You will have the right to appeal to the Principal if you are dissatisfied with the outcome.

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