

# COMPLAINT FORM



Quality Team, Aberdeen City Campus, Gallowgate, Aberdeen AB25 1BN  
Telephone 0300 330 5550, Email: [complaints@nescol.ac.uk](mailto:complaints@nescol.ac.uk)

If something goes wrong or you are dissatisfied with our services, please tell us. This feedback provides us with information we can use to improve our services.

Please give details below of your complaint, along with an indication of what it is that you would like us to do to address your complaint. We ask for your personal details to enable us to make further enquiries and also in order that we can provide you with a full response to your complaint. This information will be passed on to College staff only so far as is necessary for your complaint to be investigated. Full details of our complaints handling procedure can be found in leaflet form at College Reception areas, Libraries, IT Centres and on our website.

## COMPLAINT DETAILS:

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## DETAILS OF ANY CONTACT YOU HAVE HAD WITH STAFF TO DISCUSS THE PROBLEM:

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## DESIRED OUTCOME:

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## PERSONAL DETAILS:

Name: .....

Address: .....

..... Post Code: .....

Telephone: ..... E-mail address: .....

Course title (if applicable): .....

Date of completing form: .....

## FOR COLLEGE USE ONLY

Date logged by Quality Administrator .....

# COMPLAINT HANDLING

1. North East Scotland College is committed to ensuring that all clients and customers receive the best possible service and is anxious to respond to any problems quickly and remedy any defect as soon as possible.
2. We require all staff to be responsive to any difficulties encountered by students and other clients of the College. In particular we require teaching staff to develop a classroom atmosphere in which views can be expressed openly and in which problems can be dealt with directly and immediately.
3. If anyone finds cause for complaint with any aspect of the service the College offers, please tell us by whatever medium is most convenient, e.g. complaints form, telephone, letter, fax, e-mail, face to face or through the website. Of course, the College will regret the fact that it has been unable to meet your needs fully, but will welcome the opportunity to investigate the problem, responding to you, and remedying any deficiency in College service.

As a first stage (if you are a student) you should, if possible, report the problem to your Lecturer, Curriculum and Quality Manager or Guidance Tutor. If he/she cannot help you please complete a complaint form (either on paper or via the College website [www.nescol.ac.uk](http://www.nescol.ac.uk)). These forms are available for your use at each College Campus Reception and should be left in the box provided.

4. The complaints procedure is administered by the Quality department within the College. North East Scotland College is an equal opportunities college therefore all complaints are administered in compliance with the Data Protection Act and Freedom of Information (Scotland) Act 2002.
5. Should you remain dissatisfied with the outcome of the investigation into your complaint following both the initial response and the follow up contact you have a right to refer your complaint to the Scottish Public Services Ombudsman where, as an aggrieved person, you believe you have sustained injustice or hardship as a result of maladministration or service failure.

The Ombudsman will normally only consider complaints referred within 12 months but may consider, in exceptional circumstances only, any complaint made more than 12 months after the date on which you found out about the matter.

You can contact the SPSO:

By Post

**Freepost SPSO**

This is all you need to write on the envelope and NO stamp is required.

Freephone: **0800 377 7330**

A complaint form is available on the Ombudsman's website: [www.spsso.org.uk](http://www.spsso.org.uk)

6. An analysis of complaints is included in the College's website.
7. The College's approach to handling complaints will be drawn to the attention of students in StudentNet.

Liz McIntyre  
Principal and Chief Executive