



## Compliments and Complaints Policy

Version	Last Revised	Next review date	Policy Owner
1.1	July 2016	July 2017	Customer Services
1.0	August 2014	August 2015	Customer Services

NCC Education is committed to providing the best possible service and we welcome all forms of feedback, whether it is a compliment, comment or complaint.

## Compliments and comments about our service

Compliments and comments are valuable, welcome and important and when they are received, either verbally or in writing, they will be recorded. Compliments enable NCC Education to understand that our service is being provided to the customer's satisfaction and provide positive feedback to our staff. Compliments can be made verbally to a member of staff or sent via email to NCC Education's Customer Services Department at [feedback@nccedu.com](mailto:feedback@nccedu.com).

## Complaints about our service

We intend that our customers will have no cause to complain about the quality of the service they receive. We will act fairly, courteously, legally and without bias or prejudice in all such matters and those who choose to submit a complaint will not be disadvantaged in any way by doing so. NCC Education will endeavor to resolve all problems quickly and efficiently.

## Definitions

A complaint is an expression of dissatisfaction by any customer regarding the quality of service provided by NCC Education but which does not explicitly question examination results awarded.

An enquiry about results in any communication which questions, on any grounds, the result awarded to a candidate or group of candidates. An enquiry of this nature must follow NCC Education's Post-Results Services Policy available on the NCC Education website.

## Complaints Procedure

Our aim is to solve the problem as quickly and efficiently as possible. Complaints can be made in email or in writing. All complaints made through email should be sent to NCC Education's Customer Services Department at [feedback@nccedu.com](mailto:feedback@nccedu.com).

Written complaints should be addressed to:

**Customer Services Department**  
**NCC Education**  
**The Towers**  
**Towers Business Park**  
**Wilmslow Road**  
**Didsbury**  
**Manchester**  
**M20 2EZ**

Once received, the complaint will be passed to the team that is best placed to investigate and resolve it. We aim to respond to all complaints within **seven working days** of receipt. Please note compliments sent through the post may take several days to reach us and may result in a longer response time.

If complaints are made verbally by telephone, a written account of the enquiry will also need to be submitted by the complainant before NCC Education will investigate it.

Occasionally, depending on the nature of the complaint, NCC Education may need longer than seven days to issue a full response. If this is the case, we will contact the complainant via email or post after **seven working days** to provide an update on our progress.

All complaints of any nature, will be investigated thoroughly and evidence gathered from relevant sources. The investigation will be coordinated by the appropriate investigating manager who will seek advice and input from other relevant colleagues, as necessary and appropriate.