POLICY

TITLE: COMPLAINTS PROCEDURE

POLICY HOLDER: Director of NTTC

APPROVAL BOARD: NTTC Board

VERSION NO: V1.4

LAST REVIEWED: July 2026

REVIEW PERIOD*: 1 year

* The review period refers to our internal policy review process. The published policy is current and is the most recent approved version.

Summary:

This document is meant for electronic viewing and is maintained as part of the college document control procedure. It is uncontrolled if viewed in hardcopy, printed format.

Accessibility: If you would like this information in an alternative format, e.g. Easy to Read, large print, Braille or audio tape, or if you would like the procedure explained to you in your language, please contact the College's marketing team on 01603 773169.

Further information: If you have any queries about this policy or procedure, please contact the named policy holder.

EASTON COLLEGE PASTON COLLEGE CITY COLLEGE NORWICH

Amendments Log

DATE	VERSION NO.	REASON FOR CHANGE	AUTHOR
31.8.24	1.2	Annual update	L Goram
14.7.25	1.3	Annual update	L Goram
21.7.26	1.4	Annual update	L Goram

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1. Introduction

NTTC takes complaints seriously. As part of CCN our procedure is adopted from the college's complaints procedure. It is important to address the issues raised by complaints because they allow us to rectify faults or shortcomings in our provision. We can also respond to complaints in a positive way that allows us to improve the operation and services of the college.

It is important that all students enrolled with CCN, including trainees of NTTC, benefit from the quality assurance controls we place around the way we deal with complaints.

We should also be aware that dissatisfied customers are very likely to discuss their complaint with a range of other people. Complaints which are not addressed to the satisfaction of the complainant may well lead to the reputation of NTTC and CCN being tarnished.

Thus, dealing successfully with complaints will improve the provision that we make, improve the reputation of the college and give us knowledge to help us develop in a positive way.

2. The complaints procedure including first steps

Any NTTC trainee can raise a complaint about any aspect of college services and have their complaint dealt with in a speedy, fair, thorough and confidential manner. Wherever possible a solution will be found that is satisfactory to all concerned and the underlying causes of the problem will be removed so that the problem does not recur.

Help regarding the operation of this procedure is available from the Advice Shop and the Students' Union (studentunion@ccn.ac.uk).

Students are encouraged to seek an informal resolution of the matter about which they are concerned before beginning the formal process. Informal explorations of possible ways in which a matter may be resolved will not prejudice the consideration of a later formal submission. It is recognised that an informal approach is most likely to be of use in respect of complaints rather than appeals against academic outcomes.

3. How to make a complaint and what happens next

Talk to the Director of NTTC. Your concerns will be taken seriously. Most complaints can be resolved quickly at this point. You can also ask a representative to raise issues of concern on your behalf.

If you are not satisfied with the response or feel unable to discuss the issue directly, complete a complaint form and send or take it to the Main Reception. Complaint forms are included in this policy and are available on SharePoint or from the NTTC office, on the 3rd floor of Norfolk House. Advice on completing the form is available from the Advice Shop and the Students' Union (studentunion@ccn.ac.uk).

Once you have completed the form, hand it in at the relevant college site main reception, post it to The Executive Office, Room B40, City College, Ipswich Road, Norwich NR2 2LJ (or scan a copy and email it to information@ccn.ac.uk).

4. Responding to a complaint

The CCN Executive Support Team will normally acknowledge receipt of the complaint within two working days.

A copy of the complaint will be sent to the manager responsible for the service to which the complaint relates who will carry out an investigation and make a full response to the Executive Support Team. Normally this will be done within five working days to allow a full

written reply to be made to you within ten working days of initial receipt. Otherwise, you will be given a reason for the delay.

The Executive Office will maintain a log of complaints.

- Complaints Direct to the Principal of CCN/Director of NTTC: Complaints that are sent directly to the Principal/Director by letter will be dealt with as above.
- Complaints Received by Phone: Complaints received by phone will be recorded by a member of staff on the attached complaints form and sent to the Executive Support Team.

5. What to do if a complainant is dissatisfied with our response

If you are not satisfied with the response, you receive you may ask the Principal/Director to reinvestigate. Do this by writing to them within 10 working days of receiving our response. After a further investigation you will receive a full reply within 10 working days.

6. Right of appeal

If you are not satisfied with the response from the Principal/Director then, depending upon the nature of your complaint you may have a further right of appeal to an external body. If this applies to you the Executive Support Team will inform you and provide contact details for your appeal.

7. Complaints against the Students' Union

If you are dissatisfied with your dealings with the Students' Union, you have the right to have the complaint investigated. This applies whether or not you are a member of the Students' Union. If you are a student who is not a member of the Students' Union and feel that you have been unfairly disadvantaged as a result of opting out of the Union, you also have the right to have your complaint investigated.

A student who has a complaint about the Students' Union should follow the above procedure.

8. Confidentiality

All complaints will be treated as confidential, and details will only be shared with the people who need to know in order to implement this complaints procedure.