

Student Services Centre Complaints Procedure

When a customer lodges a complaint, we encourage the staff/supervisor to take responsibility for the complaint and liaise with the customer to try and find an immediate resolution prior to escalation. If this cannot be resolved in first instance, then the Customer Satisfaction & Projects Assistant will assume responsibility and deal with the problem prior to further escalation.

Customer Complaints Procedure:

If you wish to make a complaint you can using the following procedures:

- In the first instance please visit your local Student Services Centre and speak to a member of staff/supervisor. The staff member will aim to resolve your enquiry there and then, if possible. If we are unable to resolve your complaint at the desk, we may refer you to the formal complaints procedure.
- Complaints received via [email](#), telephone (0115 941 8418), letter (The Student Services Centre, Central Court, Newton / Arkwright building, City Campus Goldsmith Street, Nottingham, NG1 4BU), or social media ([Twitter](#), [Facebook](#)) will be acknowledged within 1 working day. To deal with your complaint effectively please provide the following information:
 - Contact details (name, telephone number, email address)
 - Preferred contact method
 - Complaint details (including any relevant evidence)

The Customer Satisfaction & Projects Assistant will make some initial enquiries into the problem and will endeavour to resolve the issue and write a response which will be returned to your preferred contact method within 2 working days of receipt under normal circumstances. If we do not hear from you within 5 working days, we will assume the complaint has been satisfactorily resolved.

Complex complaints may require an extended period of investigation and we will therefore keep you updated of the expected timeframe.

If you are not satisfied with the way in which your complaint was dealt with or resolved. Please contact the [Student Services Centre Manager](#) including details on how you would have liked us to resolve your complaint.

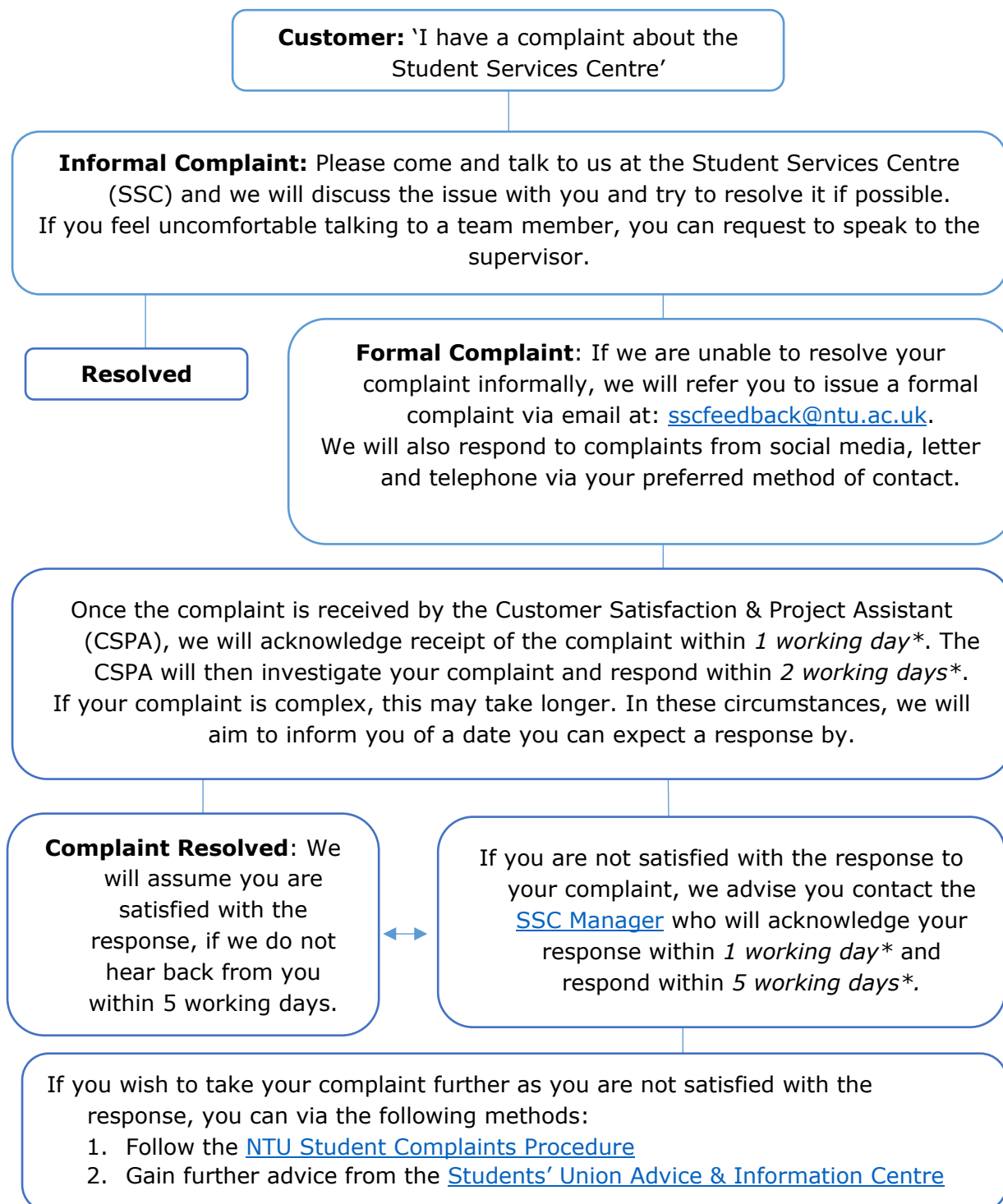
Under normal circumstances the SSC Manager will acknowledge your complaint within 1 working day and respond within 5 working days.

- If you are still unhappy with our response, please follow the [NTU Complaints Procedure for Students](#).
- Alternatively, you can contact the [Information and Advice Service](#) at the Nottingham Trent Students' Union who as an independent body, will advise and represent you in relation to your complaint.

Review

- We will review our complaints procedure on an annual basis, taking into account customer and staff feedback on the effectiveness of the current complaints procedure which will be obtained through focus groups, monthly meetings, Zendesk, Twitter and Facebook.

Customer Complaints Procedure Flow Chart



*Under normal circumstances, working days (Mon-Fri) excluding bank holidays/university holidays. If the member of staff is on annual leave an out of office reply will be received, advising of when a response can be expected or providing an alternative contact.

This complaints procedure is revised by SSC Manager and CSPA on 19th November 2019 and will be constantly revised and updated every year.