**Complaints Procedure**

A complaint is an expression of dissatisfaction concerning Notting Hill College’s product or service. Notting Hill College takes all complaints extremely seriously and all staff are trained to rectify any problem as soon as it is brought to their attention and are committed to doing this to the best of their ability.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received, you bring this to our attention as soon as possible by speaking to your course assessor in the first instance.

Should this fail to provide you with a satisfactory resolution or you feel it is inappropriate to address your complaint with the assessor, then please contact the IQA via 1 of the following options:

Call: 0161 637 5960

E-mail: *a.m@nottinghillcollege.net*

Write to: Amira Madkour

When you contact us, please give us your full name, contact details, and a daytime telephone number, along with:

* a full description of your complaint
(including the subject matter and dates and times, if known)
* any names of the people you have dealt with so far
* copies of any papers or letters to do with the complaint.

Notting Hill College asks that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge your complaint within 5 working days.

The IQA will then investigate your complaint and respond to you within 5 working days.

**Escalating your initial complaint if you remain dissatisfied**

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached, then you may escalate your complaint to our Customer Service Manager. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Customer Service Manager will investigate in full and respond to you within 5 working days.

The Customer Service Manager can be contacted using the following:

Call: 0161 877 1316

E-mail: *gabrielle.hargreaves@nottinghillcollege.net*

Write to: Gabrielle Hargreaves

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification, then please contact the awarding organisation directly. The awarding organisation is Highfield Qualifications and their complaints policy can be located on their website: [**https://www.highfieldqualifications.com**](https://www.highfieldqualifications.com)

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Should you address your complaint to Highfield Qualifications and remain unhappy with the outcome, you may then raise your complaint to the relevant qualification regulator:

OFQUAL for RQF qualifications.

**https://www.gov.uk/government/organisations/ofqual**

If you have any queries about the contents of this policy, please contact Iryna Hurkova directly on 0161 637 5960 or email her at: *iryna.hurkova@nottinghillcollege.net*.

| **Version control** |
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| **Last revision date:** March 2025 | **Next revision due:** January 2026 |
| **Version** | **Revision date** | **Author**  | **Notes** |
| CPV2025 | 24 March 2025 | Iryna Hurkova |  |
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