

How to complain about an aspect of your Study Coach experience.

University of Bradford Disability Service

NMH Service

This document can be made available in alternative formats.

Please let us know as soon as possible about your requirements.

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Introduction

The University of Bradford as a provider of Non-medical Help within the DSA QAG Quality Assurance Framework V1.5 offers the following complaints procedure to students in receipt of Study Coach Support.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Non-medical Help provided by The University of Bradford Disability Services

We will:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- Ensure all staff within The University of Bradford Disability Services know the procedure if a complaint is received
- Ensure all complaints are investigated fairly and in a timely manner
- Ensure complaints are handled in a professional and non-confrontational manner
- Ensure that complaints are, wherever possible, resolved and relationships repaired
- Gather appropriate information which to help us improve what we do

How will my complaint be handled?

We take expressions of dissatisfaction by customers seriously (whether they take the form of a comment or a formal complaint) and promise to:

- Respond to complaints speedily and professionally
- Look into complaints thoroughly and fairly
- Deal with complaints honestly, politely, in a non-confrontational manner and in confidence
- Apologise if we made a mistake
- Explain what we are going to do to put things right
- All complaint information will be handled sensitively, telling only those who need to know and following relevant data protection requirements.

We will record the following:

1. A student/customer name and account reference, this will typically be your University of Bradford Number (UB number), otherwise it will be an account reference number.
2. The date of the student/customer complaint.
3. A flag to indicate if the complaint is “open” or resolved.
4. The nature of the complaint.
5. Record (including dates) of the NMH Provider’s response and any actions taken.
6. Record of subsequent correspondence or discussions with the student/customer.

Complaint records are retained for 6 years.

How do I make a complaint?

Complaints may come from students HEI staff, NMH or other persons/organisations that has a legitimate interest in Student Support Solutions. A complaint can be received verbally, by phone, by email, in writing.

Step 1 - Informal

We endeavour to handle complaints informally at the point at which they arise. Many apparent concerns arise from misunderstandings that can quickly be resolved by talking things through with your main point of contact at the University. The first point of contact is Elaine Winn (Educational Support Disability Service) email: e.winn@bradford.ac.uk

Step 2 - Formal

If you feel unable to make an informal approach, or consider that your complaint has not been satisfactorily resolved, you will need to write a letter or an e-mail detailing the nature of your complaint to: The Head of Disability Services, University of Bradford, Bradford, West Yorkshire, BD7 1DP, UK email: disabilities@bradford.ac.uk

- You will receive an acknowledgement within 5 working days of its receipt,
- A response will normally be sent to you within 15 working days.
- If the complaint is likely to take longer to investigate, we will keep you informed of progress on a regular basis.
- We will provide full written details of our investigation into the complaint together with an apology if appropriate, what we are going to do to put things right, and the nature and terms of any offer to be made in satisfaction of the complaint.

Step 3 - Formal

If you remain dissatisfied with the Head of Disability Service's response you should write to the Academic Registrar, Director of Student and Academic Services, University of Bradford, Bradford, West Yorkshire, BD7 1DP, UK. You will receive an acknowledgement within 5 working days of its receipt.

Step 4 - Formal

If you are still dissatisfied with the University's response you should contact the Disabled Students Allowances Quality Assurance Group which is independent of the University.

Please contact Disabled Students Allowances Quality Assurance Group (DSA-QAG) in writing to administration@dsa-qag.org.uk outlining the reason for your complaint and send any relevant documentation. They will acknowledge your complaint within

QAF std 1.11 Example of our NMH Service Complaints procedure for students DSA-QAG Registration number 6QLF1M1SBL

5 working days and aim to fully investigate and reply to you within 20 working days of receipt. For additional information: <https://dsa-qag.org.uk/students/complaints>