



PROMOTING EXCELLENCE IN EDUCATION

POLICY- COMPLAINTS

At Notting Hill College, we are dedicated to ensuring all our customers/students receive our quality service. For our team to get a better understanding and to help fix an issue we will need to know the details of the issue. Once we have been given information on the issue, we will try to solve the problem immediately.

Procedures –

If there is an issue and you wish to make a formal complaint, please talk to the **Academic Manager** or **Operations manager**.

What we will do next:

1. We will assess the issue and immediately get to trying to solve it for you. This will take place on the first day you have told us, but the investigation could extend up to a week. The information given to us by yourself and the information we would have gathered in this time will all be recorded. This will then be given back to you alongside suggestions about what we can do moving forward.
2. If for any reason you are not satisfied with how we have dealt with the issue, please see our COO to discuss the matter further. Our COO will try their best to solve this for you within a week.
3. If steps 1 & 2 have not solved your issue, you can directly contact **TQUK** if your complaint is related to **endorsed or ofqual regulated qualifications**, who are our external adjudicator. Their Ombudsman will further investigate any ongoing issues that we have not managed to solve. If the matter is related to other services you have received, please directly contact **BAC**. To know more about the BAC complaint procedures please visit the following page.

[https://www.the-bac.org/bac-complaints-procedure/#:~:text=BAC%20can%20only%20pursue%20a,the%20Accreditation%20Handbook%20for%20details\).](https://www.the-bac.org/bac-complaints-procedure/#:~:text=BAC%20can%20only%20pursue%20a,the%20Accreditation%20Handbook%20for%20details).)

ACADEMIC MATTERS

For any complaints regarding your lessons, please see our Academic Manager. They will further investigate the issue and help to resolve the problem.

WELFARE OR ADMINISTRATIVE MATTER

www.nottinghillcollege.co.uk

Head Office
19, Waters Edge Business Park, Modwen Road, Salford,
Greater Manchester, M5 3EZ, United Kingdom
Tel: +44 161 872 9271

Notting Hill College Egypt
123 Ahmed Shawky St., Roushdy,
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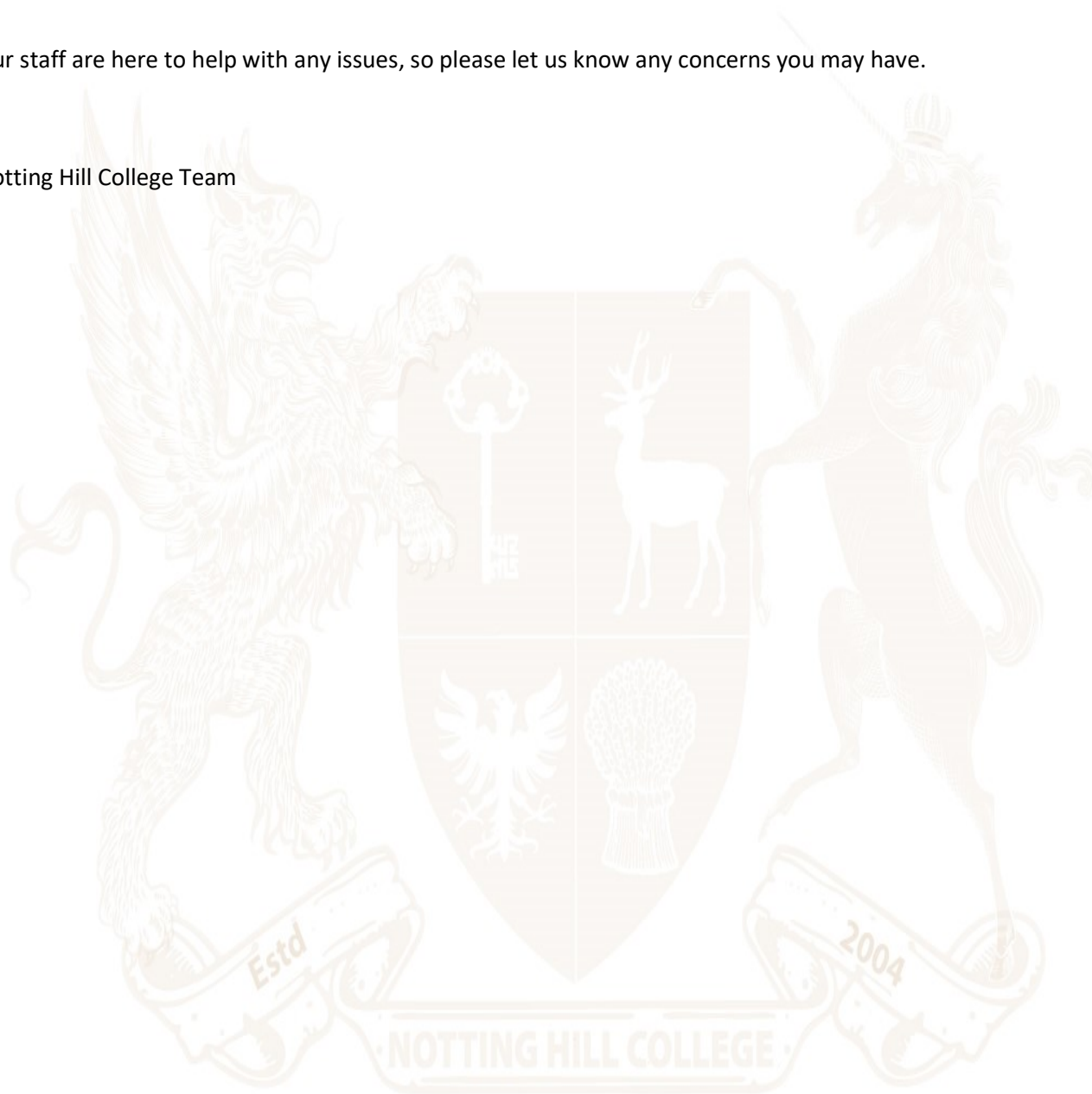
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For complaints regarding Student Welfare or other administrative issues, please speak to our **Operation Manager** or **DSL**. They will follow up on the investigation and help resolve the issue as quickly as possible.

If for any reason you feel that the issue is too private or sensitive to discuss with any of our managers, please contact our CEO. They will oversee the investigation from this point forward and will guarantee a solution to your problem.

Our staff are here to help with any issues, so please let us know any concerns you may have.

Notting Hill College Team



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