

## Complaints Policy

### 1.0 Aims

The Complaints Policy provides the framework within which anyone who has experienced dissatisfaction with Nisai can raise their concerns. Nisai is keen to ensure this policy is operated in a consistent, fair and non-discriminatory way.

Nisai is committed to providing excellent education and training and are looking for continuous improvement in everything we do, whether in the quality of our courses, the welfare of our students, customer satisfaction with our products and services, or in the relationships with our suppliers. We welcome customers' comments and will deal with them in a friendly, fair and efficient way.

### 2.0 Principles

Nisai will respond to any dissatisfaction with its services fairly and promptly:

- An initial response will be provided within 10 working days
- A further, more detailed response will be made if appropriate
- You may be offered a meeting with the parties involved if appropriate
- You may appeal to the Chief Executive if you are dissatisfied with the outcome.
- Information on how to take the complaint further will be provided if you are not satisfied with our response.

While confidentiality will be respected as far as possible, it is not normally possible to resolve complaints without disclosing details of a complaint to relevant staff in order to allow Nisai a fair opportunity to resolve the issue.

It is hoped that most complaints can be dealt with using the informal procedure. Where complaints are very serious or the matter has not been resolved informally, recourse to the official procedure should be followed.

Making a formal complaint will not affect the complainant's statutory rights.

### 3.0 Roles and Responsibilities

The Customer and Student Support Team Manager is responsible for keeping this policy updated. All Heads of Departments and the Leadership Team have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.

The Deputy CEO is responsible for complaints that reach the formal stage and those that have not been able to be solved via the informal route.

The Chief Executive Officer (CEO) is responsible for resolving formal complaints and complaints which have reached the appeals stage.

### 4.0 The Customer Complaints Procedure

#### Stage 1 (Informal)

- Concerns should be raised in the first instance with the person or area concerned as soon as possible, and not later than within ten weeks of the incident. Complainants should normally be directed to the relevant Head of Department unless the student's tutor or other member of staff approached can easily resolve the issue.
- If a complaint is about a member of staff, it should be referred to the relevant line manager.

- At this informal stage, complaints may be made in person, by phone or by email. The complainant must be kept informed of progress at all stages, with a written or verbal response to the complaint provided within 10 working days. If the issue is not resolved to the complainant's satisfaction, the complaint moves to Stage 2
- If the relevant line manager of the area of the complaint is unable to resolve the issue it should usually be referred to the Deputy CEO to resolve stage two of the complaints process.

## Stage 2 (Formal)

If a complainant has been through Stage 1 and remains dissatisfied, they should then submit their complaint in writing. This should be sent to the Deputy CEO of Nisai Group.

The Deputy CEO will appoint a senior member of staff to investigate the complaint and decide to:

- Dismiss the complaint as unfounded, giving reasons.
- Propose an amicable settlement.
- Uphold or partially uphold the complaint, offer an apology, take appropriate steps to address the issue and to avoid a similar problem arising in future.

All complaints will be dealt with as quickly as possible. All formal complaints will be acknowledged; an initial response will be given within 10 working days and a further and more detailed response provided where appropriate.

All formal complaints will receive a formal written response outlining the outcome, and the right of appeal where appropriate.

## 5.0 Appeals

If a complainant remains dissatisfied with the response to their complaint they may appeal in writing to the CEO.

The Nisai Group CEO will decide to:

- Uphold the original decision/dismiss the complaint as unfounded.
- Refer the complaint back to an area and propose an amicable settlement
- Uphold or partially uphold the complaint, offer an apology, recommend appropriate steps are taken to address the issue and to avoid a similar problem arising in future.

The decision of the Nisai Group CEO is final, and the complainant will be advised in writing of the outcome within 5 working days.

To be reviewed: September 2024