

## Student Complaints Policy

Nisai Learning aims to provide a high level of service, but we understand that from time-to-time problems may occur. To help put these problems right we have put together a complaints procedure. We have a fair and confidential complaints system. All complaints are treated seriously, and action is taken where it is needed. All students have the right to be represented / accompanied at any meeting.

This procedure is directed at Nisai Learning students and the following provides a copy of the procedure which is displayed on the NVA Student Portal.

The Student Services Team has the responsibility for ensuring that students are made aware of this procedure during induction.

If your problem is about your course, you should tell your Nisai form tutor. If you are not happy with the answer you should take the following steps.

### Step 1

- You can make your complaint by contacting the Nisai Customer & Student Support Team Manager by the following methods:
  - Telephone – 0208 424 8475
  - E-mail – [help@nisai.com](mailto:help@nisai.com)
  - Letter – Nisai Group, Victoria House, Pearson Court, Thornaby, Stockton on Tees, TS17 6PT
- When your complaint is received, you will get a letter to say we have received it. We will do this within two working days. If you do not want to make a formal complaint it can be handled informally. If you make an informal complaint, you will not receive a letter of acknowledgement.

### Step 2

- Your complaint will be investigated by looking at all the information that is available and actions will then be taken to deal with your complaint. A complaint relating to the Freedom of Information Act will be passed to the Chief Executive Officer of Nisai Group.
- We hope to respond to complaints within 10 working days. If this is not possible, we will let you know that your complaint is still being investigated.

### Step 3

- We will do our best to resolve your complaint. If the complaint cannot be resolved so that everyone is satisfied, it will be referred to the General Manager who will suggest what action should be taken to resolve it. This may be to refer the complaint to the Chief Executive Officer of Nisai Learning.

NB No students' rights are affected by making a complaint.

**We regret that we cannot act on an anonymous complaint unless in exceptional circumstances.**

**Information Commissioner's Office**  
Wycliffe House, Water Lane, Wilmslow  
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[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)