

Student Complaints Policy

Nisai Learning aims to provide a high quality of education and support, but we understand that from time-to-time problems may occur. To help solve these problems and to support you as quick as we can, we have a complaints procedure that we follow which is a fair and confidential process. All concerns and complaints are treated seriously, and action is taken where and when necessary. All students have the right to be represented / accompanied at any meeting.

The Student Services Team has the responsibility for ensuring that students are made aware of this procedure during induction and in addition to your Nisai Form Tutor, they will be there to support and guide you, should you have a concern or wish to provide us with feedback.

Here is a guide to help you understand the way in which we will help you in the event of a problem or a complaint.

Step 1 – Contact your Tutor or Student Services

In our experience, most matters can be resolved positively this way. All staff at Nisai work very hard to ensure that students are happy and making progress; they naturally want to know if there is a problem, so that they can support appropriately and ensure they are helping and acting your best interests.

- If your problem is about your course, the first step should be for you to tell your Nisai form tutor, however please do contact the student services team if you are more comfortable speaking to them and they will be able to listen and try to solve the issue for you by speaking to your teachers. They will keep you updated along the way.
- You can email your teachers or your tutor, or you can get in touch with Student Services by the following methods:
 - Telephone – 0208 424 8475
 - E-mail – help@nisai.com

Step 2 – If you don't feel your teacher or Student Services can resolve your problem or if you are not happy with how it has been handled, then you are able to complain in a more formal manner.

- You will need to send us a formal letter of complaint and once received we will let you know that we have got it and what the next steps will be. Please ensure you include the date of when your issue occurred as this makes it more efficient for us to investigate.
- Your complaint will be thoroughly investigated by our Senior Management Team who will look at all the background and information that is available and actions will then be taken to deal with and respond to you.
- We will do our best to resolve your complaint and aim to respond within 10 working days. If this is not possible, we will let you know that your complaint is still being investigated.

Step 3 – Appeal

- If you are not satisfied with the outcome of the formal complaint, then you can appeal this by writing to our Chief Executive Officer who will review the investigation and respond to you with his findings.

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

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow
Cheshire, SK9 5AF
www.informationcommissioner.gov.uk