

## **NCTJ Complaints Policy**

The NCTJ is committed to providing high-quality learning and training services and we will resolve any problems you may have with our service as quickly as possible.

All complaints will be treated seriously, and confidentially. Please note that in order to properly investigate your complaint it may be necessary to disclose limited, relevant information, to third parties in the form of personal data i.e. information from which you can be identified. Information about a complaint will only be given to people directly involved and everyone involved will be advised of the need for confidentiality.

Fair treatment for all is paramount.

The NCTJ welcomes feedback in order to constantly improve our products and services, complaints are an important source of information for improving our services and delivering quality products.

The NCTJ has a set complaints procedure to ensure complaints are dealt with in a professional manner. A complaint or dissatisfaction with our service can be communicated; by email to [info@nctj.com](mailto:info@nctj.com); by telephone to any member of our staff on 01799 5449014.

If you wish to write to us our address is: The New Granary, Station Road, Newport, Saffron Walden, Essex, CB11 3PL.

We will ensure an acknowledgement of your complaint is made in writing within 48 working hours, giving an indication of our proposed action. A considered response would then normally be made within 14 working days.

You should include;

- A clear explanation of the nature of your query or complaint
- Your full name and candidate number (if applicable)
- Your centre name and course (if applicable)
- Copies of any relevant supporting documentation

Our procedure covers all complaints about administration, administrative support, the learning materials and courses provided by the NCTJ and allegations of discrimination and harassment. This procedure also includes complaints arising from examination results and appeals and complaints about NCTJ-accredited centres.

If your complaint is about an NCTJ-accredited centre, you should in the first instance contact the centre setting out the nature of your complaint and have followed to a conclusion their own complaints policy and procedures.

If your complaint relates to an allegation of discrimination or harassment then it should be addressed to the head of marketing and communications. If the allegation involves the head of marketing and communication in this instance it should be addressed to the chief executive.

If, following our full response, you feel that your complaint has not been adequately addressed then you have the right to appeal in writing to the chief executive at the above address setting out the reasons for your continued dissatisfaction. The chief executive will respond with a final decision concluding the matter.