

A guide to NCT Ltd Comments, Compliments, Dissatisfaction & Complaints Procedure



Comments
Compliments
Dissatisfaction &
Complaints

TELL US WHAT YOU THINK OF OUR SERVICES!

NCT Ltd aims to provide high quality services for all our customers. It is important that our customers are able to express their feelings and experiences of the services we provide. These can be both good and bad. If we know what your experience is, we can build on what we are doing well and introduce changes where they are needed. This will help us improve the service for the whole community. You might want to complain, give us a compliment or make some comments about the service you have experience of.

A comment is...

When you want to tell us your point of view about the services we provide. Your information can help us consider how we deliver services to our community, and may help us make changes that will benefit everyone.

A compliment is...

When you tell us about a service you have received that you are particularly pleased with. We can then tell staff of your appreciation. We are always delighted when you take the time to contact us about a good experience you have had.

Dissatisfaction is...

When you feel discontented or displeased about the service provided or if it falls short of your expectations.

A complaint is...

When a student, their manager, an employer or a member of the public making an enquiry is unhappy with a service they have received.

WHO CAN COMPLAIN OR EXPRESS A DISSATISFACTION?

Anyone who receives a service or enquires about a service can use the Comments, Compliments, Dissatisfaction & Complaints Procedure or you may prefer to have someone complain on your behalf. This could be a friend or your manager or employer who can speak on your behalf.

HOW DO I MAKE A COMPLAINT OR EXPRESS DISSATISFACTION?

You can use the form at the end of this leaflet or you can telephone our office on 0845 058 3788 and they will transfer you to the appropriate person.

For complaints about assessment please contact the Team Manager (Assessment).

For complaints about training please contact the Contracts Manager.

For complaints about administration staff, please contact the Administration Team Leader.

If you prefer, you can email your complaint to info@nct-ltd.co.uk

HOW DO I MAKE A COMMENT OR A COMPLIMENT?

You can use the form at the end of this leaflet or you can telephone our office on 0845 058 3788 and they will transfer you to the appropriate person or you can email us at info@nct-ltd.co.uk

We hope that you will always be satisfied with our service and look forward to receiving your comments. If we get it right or wrong we'd like to know.

THE COMPLAINTS PROCEDURE

There are two stages in NCT Ltd's complaints procedure.

Stage One

The first step is to let the appropriate person know what the problem is (see contact details below). You can do this by telephone, in writing or in person. Where possible, the manager will try to sort out any complaint straightaway. Your complaint will be responded to within 10 working days in any instance. If this does not seem possible, we will write to you within 10 working days to explain how we will be dealing with your complaint.

Stage Two

If you are unhappy with the outcome, your complaint should be directed to the managing director in writing within 5 working days of receiving feedback about your complaint after stage 1.

The managing director will investigate your complaint further and will respond to you in writing within 10 working days with the outcome.

This will be the final stage in the Complaints Procedure, but this does not affect your right to contact your awarding body should you choose to do so or approach your local Citizens Advice Bureau or Trading Standards.

CONTACT DETAILS:

Team Manager (Assessment):Michelle Bambro

Tel 0845 058 3788

E mail: michelle@nct-ltd.co.uk

Contracts Manager: Steve Strong

Tel 0845 058 3788

E mail: steve@nct-ltd.co.uk

Administration Team Leader: Lynn Moon

Tel 0845 058 3788

Email: lynnm@nct-ltd.co.uk

Director: Ian Dickinson

Tel 0845 058 3788

Email: ian@nct-ltd.co.uk

Managing Director: Amanda Dickinson

Tel 0845 058 3788

Email: amanda@nct-ltd.co.uk

Contact NCT Ltd at:

Baltic House
Tyne Dock
South Shields
Tyne & Wear
NE34 9PT

Tel 0845 058 3788

Fax 0845 058 3789

info@nct-ltd.co.uk

Comments, Compliments, Dissatisfaction and Complaints Form

Please use capital letters to complete this form. When you have completed this form, please send it to us.

I would like to make a:

Comment

Compliment

Dissatisfaction

Complaint

YOUR DETAILS:

Your title:

Your first name:

Your last name:

Your address:

Post code:

Day Tel No:

Evening Tel no.

Mobile Tel no.

Your comment, compliment, dissatisfaction or complaint (If you are making a complaint, please tell us what you think went wrong, how it has affected you and what you think should be done to put things right: