



Complaints Policy and Procedure for DSA Students

Policy Statement

Positive Signs Education aims to deliver satisfaction along with all of our Non-Medical Helper (NMH) services. If you find that you are not satisfied with our NMH services for any reason, please let us know immediately so that we can investigate, put things right and make sure the problem doesn't happen again.

All complaints will be handled in a timely, professional and non-confrontational manner and in line with our Equality and Diversity Policy. See below the Complaints Procedure.

Complaints Procedure

Stage 1:

If it is appropriate, and if you feel comfortable to do so, it is best to raise any complaints directly with the Positive Signs Education Support Worker. This will enable them to rectify the situation and continue with the provision of NMH services. You should follow this up with an email to Positive Signs Education recording the nature of your complaint, the discussion had, and resultant changes, as a point of record. The Support Worker is required to do the same. The incident will be recorded at Positive Signs Education.

Stage 2:

If Stage 1 is not appropriate or it failed to meet your satisfaction, you will need to bring your complaint to the attention of the Director at Positive Signs Education. You can do this in one of three ways:

1. You can email, facetime or call the office to arrange an appointment to meet the Director at a location to suit you both, and informally discuss your concerns and work together to resolve your complaint.
2. You can complete the Complaints Form to make a complaint with the Director, either formally or informally.
 - We will acknowledge receipt of your form within two working days.
 - We will normally reply within five working days detailing the outcome of our investigation.
 - Some complaints may take longer to resolve in which case we will let you know and keep you up to date with progress.
3. You can film your complaint in British Sign Language (BSL) and send to our Director. Please make sure you cover all the questions in the Complaints Form, below. Replies will be returned in BSL.

Stage 3:

If you are not satisfied with the review of your complaint in stage 2, you will need to escalate your complaint to the relevant regulatory organisation or body. For complaints about NMH provision, this is the Disabled Students Allowance Quality Assurance Group (DSA QAG) who quality assure all accredited assessment centres and NMH providers.

- You must place your appeal in writing and send it to: The Complaints Manager, DSA-QAG, Central Chambers, Suite 350, 4th Floor, 93 Hope Street, Glasgow, G2 6LD.
- Email: administration@dsa-qag.org.uk
- As stated on DSA-QAG website, <https://dsa-qag.org.uk/complaints-policy>, all complaints to DSA-QAG will be sent an acknowledgment within five working days of receipt.
- They aim to reply within 20 working days from the day the complaint is received. However, if the complaint requires additional time, they will notify you, detailing when you can expect the full reply.

