



# **Student Complaints Policy**

# Policy Statement

Positive Signs aims to deliver satisfaction along with all of our services. If you find that you are not satisfied with our 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.

## 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 member of Positive Signs personnel. This will enable them to rectify the situation and continue with the provision of services. This will be recorded at Positive Signs. You should follow this up with an email to Positive Signs recording the nature of your complaint, the discussion had, and resultant changes, as a point of record.

### **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 Positive Signs' Director. You can do this in one of three ways:

1. You can e mail/ facetime or call the office and arrange an appointment to meet the Director at a location to suit both of you, 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.
1. You can film your complaint in British Sign Language (BSL) and send to our Director. Replies will be returned in BSL. Please make sure you cover all the questions in the Complaints Form in your video below.

**Stage 3:**

If you are not satisfied with the outcome of the discussion or investigation at Stage 2, Positive Signs will refer you to an external third party for independent review of your complaint.

**Stage 4:**

If you are not satisfied with the independent review of your complaint in stage 3, you will need to escalate your complaint to the relevant regulatory organisation or body. These include

- For complaints about a Trainee or Registered Interpreter, this is the National Register of Communication Professionals working with Deaf people (NRCPD).
- For complaints about Non-Medical Helper provision, this is the Disabled Students Allowance Quality Assurance Group (DSA QAG).
- You must place your appeal in writing and send it to DSA-QAG which is the organisation who quality assures all accredited assessment centres at this address:

**The Complaints Manager, DSA-QAG, Central Chambers, Suite 350, 4th Floor, 93 Hope Street, Glasgow, G2 6LD**

- Email: [administration@dsa-qag.org.uk](mailto: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 5 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.

# Complaints Form

Your Details	
Full Name	
University	
Address	
Postcode	
Email	
Mobile No.	
Details of your Complaint	
Date	
Time	
Location(s)	
Name of Person or NMH Service you wish to complain about?	
Type of NMH service you're referring to	
Details of your complaint	
Other people we can contact to discuss your complaint (including name, role and contact information)	
<b>Do you wish your complaint to be made formal?</b>	<b>Yes</b> <b>No</b>
<b>Would you like your name to be kept confidential?</b>	<b>Yes</b> <b>No</b>
<b>Please send your completed form to <a href="mailto:admin@positivesignslondon.com">admin@positivesignslondon.com</a></b>	