

Our Commitment

NTS aims to provide a safe and positive environment for its learners, staff and visitors to its three centres in Norwich, King's Lynn and Great Yarmouth. It is also important to us that our stakeholders have a voice in how we conduct our business. If a learner, visitor, member of staff or stakeholder is dissatisfied with any aspect of NTS services they are actively encouraged to follow this complaints procedure. NTS regards complaints as a positive process designed to learn from mistakes and improve its services. All complaints will be taken seriously.

Complaints Procedure

1. Complete an **NTS Complaints Form** which is available from any member of staff or from the Quality & Equalities Advisor
 - NTS requires a written record of your complaint so that it can monitor the complaint properly and to ensure that the complaint is recorded accurately
 - If you need assistance filling out the complaint form, the Quality & Equalities Advisor will be pleased to assist you, or a member of staff can fill out the form on your behalf, with your permission
 - If your complaint is about the Quality & Equalities Advisor, the NTS Training Director can assist you in completing the form
2. Send the completed complaints form to the Quality & Equalities Advisor, who will log the complaint and then forward it to the appropriate member of staff to investigate
 - The Quality & Equalities Advisor will provide you with the complaint reference number, should you have any questions about your complaint while it is being investigated
3. The member of staff handling your complaint will write to you **within ten working days** outlining how your complaint will be addressed
4. If you are unhappy with the outcome of your complaint and wish to appeal, please contact the Quality & Equalities Advisor
 - Your complaint will be escalated to a Director of NTS or, if a Director handled the complaint, to the Board of NTS who will review the complaint decision and write to you **within ten working days** with a decision on the complaint
 - The decision made at appeal is final