Student Complaints Policy of Faraday Fearnside ***– Specialist Tutor and Trainer - NMH Mentor & Study Skills Support – Registered with SLC as NMH Provider***

<u>Student Complaints Policy</u>

As an independent NMH support tutor and mentor I am dedicated to providing you with a high level of tutoring or mentoring service at all times.

If you have a direct complaint it will be handled promptly, fairly, and in a non-confrontational way and attempts to find a solution will be made wherever possible. Feedback is always welcomed. Whilst I understand I am an independent worker I am committed to ensuring my students feel listened to. Should you not wish to deal with me directly you can take your complaint in the first instance to any of the Disability Assist staff at your attending college/university or the SFE **(See Stage 5).**

Stage 1. If you have a complaint or are dissatisfied in any way please contact Faraday Fearnside with contact details and the nature of the complaint.

Telephone: 078589 86565 OR Email: hello@faradayfearnside.com

Stage 2: From receiving your complaint by telephone, email or text and you will be contacted within 3 – 5 working days.

Stage 3: Your complaint will be investigated and considered so that a resolution can be sought and contact you again within 7 – 14 working days of you first contacting me.

Stage 4: In the event that you remain unhappy or dissatisfied you if you wish contact me again and talk to me directly and I will respond within 3 - 5 working days.

Stage 5: If you are dissatisfied with my response you may wish to contact your Disability Officer or your Needs Assessor or contact the disability services at your university, who will deal with your complaint in a fair and consistent manner.

Plymouth University - **Disability Services**
studentservices@plymouth.ac.uk +44 1752 587676

Student Services Hub, University of Plymouth, Drake Circus, Plymouth, PL4 8AA - Opening times: Monday to Thursday 8:30–17:00, Friday 8:30–16:30

Open University - Disability Services – The Open University, PO Box 197, Milton Keynes, MK7 6BJ – Telephone 0300 303 5303

https://www.open.ac.uk/contact/

Plymouth Arts University – Tavistock Place Plymouth PL4 8AT – 01752 203434

Student Support and Well-being studentsupport@aup.ac.uk

Stage 6: If you remain dissatisfied, you may wish to take the matter further with a funding or statutory body. These may be:

Student Finance England, Tel: 0300 100 0607 http://www.direct.gov.uk/dsas

NHS Bursaries. Tel: 0845 358 6655 mailto:dsa@nhspa.gov.uk

Student Finance Wales Tel: 0300 100 0618

The Open University -Tel: 0300 303 5303

I can provide you with the details of other organisations on request. If you remain dissatisfied, the ultimate point of appeal for a student, DSA related complaints is:

dsa_team@slc.co.uk

Please note that all complaints will be logged and these records will be made available to statutory regulatory bodies where requested for audit purposes. No personal details will be passed in accordance with Data Protection and GDPR.

Policy updated 31st August 2024 – next review date August 2025