



Staffordshire Regional Access Centre Complaints Procedure

Staffordshire Regional Access Centre is committed to monitoring and evaluating its services to enhance their quality.

We welcome feedback on the service we provide by inviting our assessment service users to complete a questionnaire. We also seek the opinion of our service users by offering the opportunity for further comment on what could be done to enhance the quality of service.

Through our quality assurance policy and service delivery standards we aim to ensure we deliver quality assured services. However, we recognise there may be occasions when these systems may not be sufficient to deal with problems that may occur from time to time. The complaints procedure ensures that any complaints and comments are dealt with quickly, professionally and in a positive manner. Unfortunately, we cannot take any action on anonymous complaints or complaints raised on behalf of an anonymous third party.

If your complaint is about a specific member of staff within the service, we would prefer it if you contacted the appropriate member of staff, explain your concerns/issues and ask for a resolution in the first instance. If your complaint is about the Assessment Centre's policy or practice then you should contact the Head of the Staffordshire Regional Access Centre in the first instance.

All staff can be contacted through reception on 01782 295717, by email accesscentre@staffs.ac.uk or by calling at the office during the opening hours of 9:00 am – 5:00 pm weekdays.

If you feel you cannot discuss the issue with the member of staff concerned or if your concerns/ issues are not resolved to your satisfaction complaints can be raised:

- In person at the Student Enabling Centre offices at Stoke or Stafford
- By telephone to the Head of the Staffordshire Regional Access Centre on 01782 295718
- By e-mail to the feedback line at accesscentre@staffs.ac.uk
- In writing to:

Head of Staffordshire Regional Access Centre
Cadman Courtyard, Cadman Building
Stoke on Trent
ST4 2DE

We will aim to respond to your complaint within one week of receipt and will keep you informed of progress.

If the complaint cannot be resolved by the Service, you can make a formal complaint through the University Complaints Procedure.

For full details of the University Complaints procedure please see the Staffordshire University website

<http://www.staffs.ac.uk/legal/policies/complaints-procedure.jsp>