



Leeds Assessment Centre Complaints Procedure

Feedback Procedure

Here at the Leeds Assessment Centre we work hard to provide a high-quality and professional service. To ensure we can continue to develop our services, we are keen to hear from you. By letting us know about your experience of using the services we offer, whether it was good or bad, you can help us to improve the way we work. If you have any comments you can use the feedback form, which we send out with the final draft of your Needs Assessment Report, or send an email to assessmentcentre@leeds.ac.uk. Please make sure it is clearly marked for the attention of the Assessment Centre.

Occasionally, however, things can go wrong and you may wish to make a complaint. This document explains how you can make a complaint if you are not satisfied with the service that you have received from us.

What is covered by this procedure?

This procedure covers complaints about:

- the standard of service offered by the Leeds Assessment Centre (including our premises, facilities etc.)
- any action, or lack of action, by a Leeds Assessment Centre staff member or their behaviour
- the standard of service offered by people working on behalf of the Leeds Assessment Centre (e.g. your Assessor)

This procedure does not cover anonymous complaints. Neither does it cover matters that have already been fully investigated through this complaints procedure or have already been, or are being, investigated under any other formal complaints or grievance procedures.

This procedure only covers the services provided by the Leeds Assessment Centre. For example, if you have a complaint about a

service or equipment supplier recommended by Leeds Assessment Centre, we would be very interested to know about this, but the complaint should be directed to that supplier.

If we receive a complaint relating to the work of another part of the University or an external organisation, rather than to the work of the Leeds Assessment Centre, we would not normally pass it on for reasons of confidentiality. Instead, we would contact the person making the complaint and provide the details of the person or organisation to whom they should direct their complaint.

There are relatively few situations in which we might pass a person's complaint onto another part of the University or outside organisation. We might do this, for example, if we are confident that confidentiality issues would not be compromised and if we consider that passing the complaint on in this way is the most effective and efficient method of ensuring a proper response. We may also pass information on in this way in a situation in which the complaint is of a serious nature (for example, alleging an illegal act has taken place).

Who can make a complaint?

Anyone who has received or requested any of our services can make a complaint. This includes prospective and former clients. However, complaints must be lodged within 12 months of the issue first arising.

Complaints must come from the person who has been in direct receipt of our services. Because of issues around privacy and confidentiality, we do not normally accept complaints on behalf of other people. Should you wish to discuss this matter further in relation to a potential complaint, please contact the Assessment Centre Manager (whose contact details are provided below).

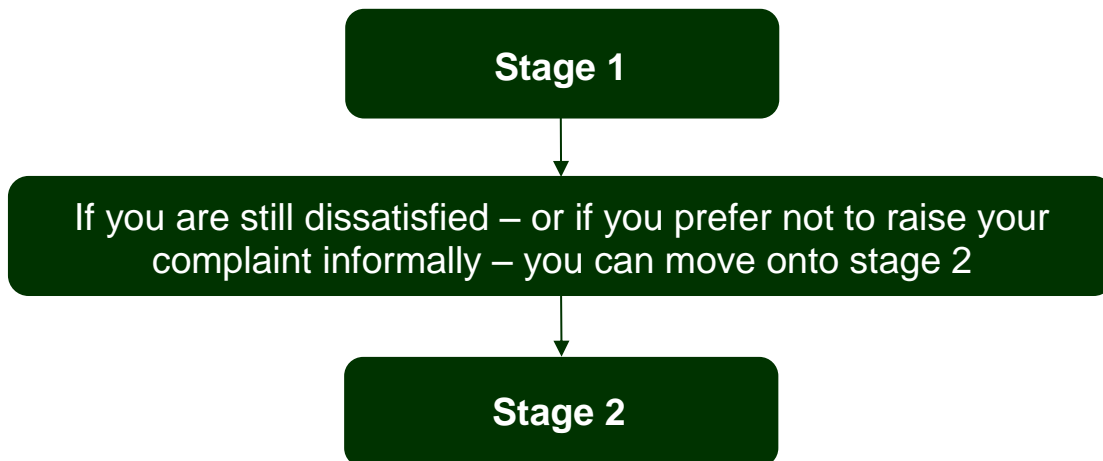
Do you need assistance in making your complaint?

Please let us know if, at any stage, you require assistance in making your complaint – for example, if you would like to arrange for a sign language interpreter to be present when you are discussing your complaint with a member of staff or if you require a copy of this procedure in an alternative format (e.g. braille or large print). In these circumstances, contact a member of staff at our reception or let us know – by email (assessmentcentre@leeds.ac.uk), telephone (0113 343 3927).

Again, please make it clear that your complaint relates to Leeds Assessment Centre, specifically.

What is the Leeds Assessment Centre's complaints procedure?

There are 2 stages to the Assessment Centre's complaints procedure:



What is Stage 1 of the complaints procedure

Complaints are usually dealt with more speedily and effectively when they are raised informally and as near as possible to the point at which the problem occurred. To make an informal complaint, you can speak to, or contact, any member of staff in the Leeds Assessment Centre.

The person you contact will, if possible, provide a response at that stage. However, in some situations, the member of staff will need to get back to you in relation to your complaint at a later stage – perhaps because further investigations are required. In cases like these, the member of staff will let you know when you can expect a reply. In many cases it may be more appropriate for the matter to be referred to the Assessment Centre Manager by the member of staff.

If you are not happy with the response, or you do not receive a response within 15 working days, you can move onto the formal complaints procedure (see below). We understand that, in some situations, people may not feel comfortable making a complaint informally or may prefer - because of the nature of the complaint – to move straight to the formal complaints procedure. In these situations, you are welcome to move to Stage 2 without making an informal complaint in the first instance.

What is Stage 2 of the complaints procedure?

Formal complaints should be made in writing (either by email or post). However, in some situations (for example, if you are a sign language user who would prefer to make your complaint in person or if you have another disability-related difficulty with making a written complaint), we will be happy to make alternative arrangements for you to make your formal complaint in person.

In your written/formal complaint, it would be helpful if you would provide us with:

- details of your complaint – including any relevant dates or the names of any staff members you were dealing with (if known),
- your contact details, including your email or postal address, and
- copies of any relevant documentation which support your complaint
- the outcome or resolution you are seeking as a result of your complaint

You should send your written complaint to:

**Head of Student Support
Disabled Students' Assessment and Support
University of Leeds
Leeds LS2 9JT
Email: disability@leeds.ac.uk**

In response to your complaint, the Head of Student Support, or other nominated staff member, will:

- acknowledge receipt of your complaint within 3 working days
- offer to meet with you to discuss your complaint (if further information is required)

You will normally receive a reply to your complaint within 10 working days, telling you:

- whether we uphold your complaint
- what we plan to do about the issues raised in your complaint
- if we do not uphold your complaint, the reasons why this is the case

If you are unhappy with our decision following Stage 2, you can raise the matter with the University's Complaints Officer. We will tell you how you can contact this officer in our response to your complaint.

If your complaint is particularly complex, the timescales may take longer. We will keep you informed of the reason for any delay and let you know when you can expect a full reply.

In order to seek a quick and satisfactory resolution to any complaints that we receive, we would normally attempt to deal with complaints informally (as Stage 1 complaints) in the first instance, unless the person making the complaint requests that they wish to make a formal complaint (Stage 2) from the outset.

How will we deal with the information that you provide?

Any information you give us will be treated in confidence and in accordance with the provisions of the Data Protection Act 1998. The information you provide will be used and shared only for the purposes of dealing with your complaint and for monitoring purposes.