



NEW ERA ENTERPRISES (E. LANCS.) LTD

CLIENTS/STUDENTS COMPLAINTS PROCEDURE

New Era Enterprises endeavours to deal with any issues that clients/students may have regarding the service they receive in the everyday contact with members of staff.

Staff are available to help and support clients throughout their registration with New Era for support, and clients should feel they can bring out any issue of concern to the project worker(s) working with them and sort out any problem they have in this way.

Tutors are available to help and support students throughout the duration of the course, during lesson times, portfolio-building sessions and assessment time. Students may also contact New Era to make an appointment to see a tutor/project worker for a private appointment at any time.

Comments, compliments and complaints slips are available for clients to make any written statements if they wish.

If an issue cannot be resolved in this way and a client/student has a complaint to make s/he should approach another New Era project worker/tutor. Should the issue remain unresolved then the client/student should send a written complaint to the Secretary of the Board, New Era Enterprises Ltd, The CVS Centre, 62-64 Yorkshire Street, Burnley, BB11 3BT. This complaint will be acknowledged as soon as it is received by letter. The complaint will be dealt with by the operations group, and a response to the complaint will be made in writing within 10 working days of sending the acknowledgement.

The complainant is given the opportunity to indicate that s/he is satisfied or is unsatisfied with the outcome. If the complainant is unsatisfied with the outcome a complaint should then be made and sent to The Board of Directors, New Era Enterprises Ltd, The CVS Centre, 62-64 Yorkshire Street, Burnley, BB11 3BT, where it will be dealt with by the Board of Directors. The complaint will be acknowledged as soon as it is received and investigated fully, and a response made to the complainant within 10 working days. This response will indicate a plan for the resolution of the complaint.

The Board of New Era Enterprises will review any complaints on a regular basis.

Signature:

A handwritten signature in black ink, appearing to be 'S. R. R. A. E.', written over a horizontal line.

*Reviewed and amended 20/1/14, 17/11/14, 23/05/2016, 25/1/17, 27/11/17
Reviewed 26/11/18, 16/03/2020
Date of next review: March 2021*