

Student Services Centre Complaints Procedure

When a customer makes a complaint we encourage our staff to take responsibility of the complaint and deal with it at the heart of the problem prior to escalation.

Customer Complaints Procedure:

- If you have an immediate or urgent problem, please speak to a member of staff who will try to put things right for you straight away.
- If you don't need us to get back to you immediately, please e-mail sscfeedback@ntu.ac.uk and we will reply to you within 10 working days of receipt.
- If you are not satisfied with how we dealt with your complaint in the first instance, please contact the [Student Services Centre Manager](#).
- If are still unhappy with our response, please follow the [NTU Complaints Procedure for Students](#).
- Alternatively, you can contact the [Student Advice Centre](#) at the Nottingham Trent Students Union who as an independent body, will advise and represent you in relation to your complaint.

Review

We will review our complaints procedure on an annual basis, taking into account customer and staff feedback on the effectiveness of the current complaints procedure which will be obtained through focus groups and monthly meetings.