

NCA Complaints Policy & Procedure

Table of Contents

1. Nishkam Civic Association Complaints Policy & Procedures.....	2
1.1 Policy Summary.....	2
1.2 Aiming for Excellence	2
1.3 Standards of Service.....	2
2. Procedures for Dealing with Complaints at the NCA	2
2.1 Informal Process:	2
2.2 Formal Complaint Process:	3
2.3 Appeals:.....	3
2.4 Complaints relating to Whistleblowing:	3
3. Special Considerations for Blended Learning:.....	3
4. Record-Keeping and Reporting:	3
5. Review of the Policy:	4

1. Nishkam Civic Association Complaints Policy & Procedures

1.1 Policy Summary

This Complaints Policy and Procedure provides the framework within which NCA handles complaints across all its services, including the distinct aspects of apprenticeship and skills development programmes delivered through blended learning. Learner complaints will continue to follow the Academic Complaints Procedure. It aims to ensure that all complaints are managed promptly, fairly, and effectively, in line with our commitment to excellence and our values of equality, diversity, and respect.

1.2 Aiming for Excellence

NCA strives to maintain the highest standards of service and to provide a professional, safe, and welcoming environment for all individuals, including staff, volunteers, students, learners, employers, and other stakeholders. This includes ensuring that our blended learning environments meet the same high standards as our in-person services.

1.3 Standards of Service

NCA sets clear expectations for service delivery and outlines the responsibilities of all stakeholders. Complaints are an opportunity for us to learn and improve. We aim to resolve complaints informally where appropriate, through dialogue with those immediately concerned, especially in the dynamic contexts of online and blended learning environments.

2. Procedures for Dealing with Complaints at the NCA

2.1 Informal Process:

- **Immediate Concerns:** Issues should first be addressed directly with the involved party, ideally through an immediate discussion to facilitate swift resolution.
- **Virtual Mediation:** For complaints specific to blended learning or online services, virtual resolution methods will be utilised, supporting stakeholders who may not be physically present in our facilities.

2.2 Formal Complaint Process:

- **Submission:** If informal resolution is not possible, complaints should be formally submitted to the NCA Managing Director at ajit.singh@ncauk.org. This submission should clearly outline the complaint details, including dates, involved parties, and any prior attempts at resolution.
- **Acknowledgement and Action:** The NCA Director will acknowledge receipt within 7 days, initiate a review and allocate the investigation to an appropriate staff member, and, if necessary, suspend services or individuals pending investigation, particularly in serious cases.
- **Resolution:** Formal complaints will be resolved with a detailed response within 28 days, providing clear outcomes and the option to appeal.

2.3 Appeals:

If the complainant is dissatisfied with the outcome, an appeal can be made to the Chief Executive Officer, who will review the case and respond within 14 days.

For appeals against any CMI qualifications, they may refer to CMI Complaints and Appeals once all NCA internal procedures have been followed.

2.4 Complaints relating to Whistleblowing:

Complaints relating to employment matters or allegations of harassment may be addressed under the Whistleblowing Policy.

3. Special Considerations for Blended Learning:

- **Accessibility and Support:** Procedures will be accessible online, and support provided for digital submissions and feedback.
- **Technology Complaints:** Specific provisions for handling complaints related to technological issues, including access problems, platform failures, and content appropriateness.

4. Record-Keeping and Reporting:

- **Documentation:** All complaints and the actions taken will be documented thoroughly.
- **Confidentiality:** Information will be shared only with individuals directly involved in resolving the complaint.
- **Monitoring and Improvement:** Complaint data will be regularly reviewed to identify trends and areas for improvement, feeding into our quality assurance processes.

5. Review of the Policy:

This policy is reviewed annually or sooner if significant changes to operations or regulations occur. This ensures that our procedures remain effective and responsive to the needs of all stakeholders.

Version	V3.2
Issue date	May 2026
Review date	April 2027 (unless an earlier review is required by legislative changes)
Staff Affected	Staff, Service users, Apprentices and Learners
Lead Officer	NCA Managing Director
Approved by Name	Chief Executive Officer
Signature	Amrik Singh Bhabra 