



D.U.A.C

Durham University Assessment Centre

COMPLAINTS PROCEDURE

The Assessment Centre aims to provide a high quality service to all clients and to treat all in a fair manner. However, it is recognised that occasionally things do go wrong and procedures need to be in place to deal with such situations.

The service recognises that complaints may provide useful feedback from clients and, where appropriate, this will be used to improve the service offered.

The following procedure explains how clients may make a complaint through informal and ultimately, formal processes. However, an informal resolution remains an option at all stages of the procedure.

Clients who have a complaint to make should raise it as soon as possible with the Centre Manager, as matters that are dealt with informally at an early stage have the best chance of being resolved effectively. Only when informal procedures have been exhausted and the client feels the issue has not been satisfactorily resolved, will the formal stage be implemented.

Stage 1: Informal stage

- As a first step, clients who wish to complain should initially discuss the matter with the Assessment Centre Manager. Wherever possible, complaints should be resolved at this local level without the need to resort to formal proceedings.
- At this informal stage, there should be a face to face discussion between the Assessment Centre Manager and the client to come to an understanding of the exact nature of the client's dissatisfaction and to explore the outcome the client seeks.
- If agreement is reached at this stage, the Assessment Centre Manager will provide the client with a written statement of what has been agreed.
- If after such a discussion at local level, the client believes that the assistance received is not up to a standard which could reasonably be expected from the

Assessment Centre, he/she may wish to take the matter further by following the formal stages of the Complaints Procedure.

Stage 2: Formal stage

- When a client believes that the matter has not been resolved to his/her satisfaction, he/she may wish to make a formal complaint in writing. This should be submitted to the Assessment Centre Manager who will submit it to another officer of appropriate standing who has no prior involvement in the matter.
- If the complaint concerns the Assessment Centre Manager, it will be directed to an appropriate, more senior member of staff, i.e. Deputy Academic Registrar at Durham University.
- The officer appointed to undertake the investigation will do so with a view to finding a solution acceptable to all parties concerned, if possible. He/she may consult other persons on a need to know basis as appropriate.
- A written report outlining the action proposed is normally produced within 42 days of receipt of the formal complaint. The complainant will be advised by letter of the outcome of their complaint.

Marie Sewell

Assessment Centre Manager

21 June 2017