



## COMPLAINTS POLICY

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We're sorry to hear that you are not happy with the service you have received. This document outlines how to make a formal complaint.

### 1. How do I make my complaint?

Your complaint can be lodged by yourself, your assessor or your funding body. If you are dissatisfied about our actions, lack of actions or any aspect of our service you're in the right place.

You can make your complaint in any of the following ways;

By telephone: 01604 798070 option 2. Please ask to speak to a manager and you will be accommodated. If a manager isn't available, please leave a message and one will call you back within 2 hours.

By email: [dsasales@sightandsound.co.uk](mailto:dsasales@sightandsound.co.uk)

By post: DSA Complaints, Sight and Sound Technology Ltd, Welton House (North Wing), Summerhouse Road, Northampton NN3 6WD

When making your complaint we will need to know the following:

- Your name, address and contact information. Please specify your preferred method of contact including phone, email, text SMS, next generation text relay and BSL.
- Exactly what went wrong along with how and when it happened.
- Your funding body reference number, order number, assessment centre and assessor details, if you have them available.

### 2. What happens next?

Once we have received your official complaint, we'll acknowledge this in writing as quickly as possible to let you know it has been received and how we understand it.



We aim to investigate your complaint and offer resolution within 2 working days, working to reach a resolution in 5 working days. We will put our proposed solution in writing for you, including how we have investigated the situation, what we have found and any proposed solution.

If you are happy with the resolution offered, we will acknowledge this in writing and carry out the solution as quickly as possible.

### 3. What happens if I'm still not satisfied?

If you are still not happy, your complaint will be escalated to the Head of Education or our CEO and we would advise that you speak to the following;

- The Assessment Centre that managed the initial assessment
- Your funding body:

#### **Student Loans Company**

Customer Relations

100 Bothwell Street

Glasgow

G2 7JD

Email - [customer\\_complaints@slc.co.uk](mailto:customer_complaints@slc.co.uk)

Telephone - 0300 100 0601

We welcome next generation text service calls.

Student Finance England

Monday to Friday, 8am to 8pm

Saturday, 9am to 4pm

Student Finance Wales

Monday to Friday, 8am to 6pm

We welcome calls in Welsh.