



COMPLAINTS POLICY

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1. PREAMBLE

A complaint can be made by a customer, their representative, or their funding body. It is an expression of dissatisfaction of the company's action, lack of action or service.

We aim to ensure that making a complaint is as easy as possible. We aim to respond as promptly as possible and we aim to learn from our complaints to improve our service to our customers in the future.

Complaints will be handled in a professional and non confrontational manner.

2. HOW CAN A COMPLAINT BE MADE;

In Person: at our offices

by Telephone: 0345 634 7979 – to the Operations Manager, MD or CEO

by e-mail: info@sightandsound.co.uk

by fax: 01604 798090



by Post: DSA Complaint; Sight and Sound Technology Ltd, Welton House
(North Wing), Summerhouse Road, Northampton NN3 6WD

3. THE COMPLAINTS PROCESS

A complaint will be logged along with the details of the customer, the nature of the complaint, the original order details and the proposed action to be taken. A copy of the complaint documentation will remain in the complaints file for periodic review by the management team.

All complaints will be acknowledged in writing to the complainant.

4. COMPLAINT RECORDS

When a complaint is resolved the complaints form is to be signed off by a manager. The complaints form must include details of the action taken and the date that the complaint was closed.

5. COMPLAINT REVIEW AND RESOLUTION

All outstanding complaints are to be reviewed by managers on a weekly basis. Any complaint that is outstanding for longer than two weeks must be escalated to a company director.

Complainants are to be contacted on a weekly basis to ensure they are aware that the case is still open and that action is ongoing. The complainant should also be made aware that a complaint has been escalated to management or a company director.



If they complainant is dissatisfied with the response or proposed action they should be referred to the managing director or chief executive officer for further review.

A quarterly report detailing all complaints, their cause, action being taken and resolution is to be provided to senior management in order to identify trends, problem areas, process deficiencies, or staff training aids.

All resolved complaints should be formally acknowledged with the complainant, in writing within 5 working days of resolution.

If complainant is still unhappy following escalation to the Managing Director or Chief Executive Officer then a complaint can be made to;

The Assessment Centre that managed the initial assessment and quotation / order process

and /or

Student Finance England

Contact point	Student Finance England
Phone number	0845 300 50 90
Opening hours	Monday to Friday, 8.00 am to 8.00 pm; Saturday and Sunday, 9.00 am to 5.30 pm
Minicom	0845 604 44 34 (you must have access to a minicom device in order to use this service)

Student Finance England
PO Box 210
Darlington
DL1 9HJ



Alternatively, a complaint that has not been resolved can be taken to;

DSA Quality Assurance Group (DSA QAG). The DSA QAG are an independent body who ensure that companies providing services under the Disabled Students Allowance system are providing services to agreed industry wide standards. DSA QAG audits all DSA supply organisations annually. They can be contacted by the means set out below;

Telephone 0141 548 8006

Email Administration@dsa-qag.org.uk

Post

DSA-QAG Central Administration Unit

Centrum House, Second Floor
38 Queen Street
Glasgow
G1 3DX

CONCLUSION

The complaints policy is a means by which the company aims to deal effectively with failures in company process, employee training needs or customer dissatisfaction in a fair and honest way and to ensure that the company learns from such complaints and provides a high-level of customer service on an ongoing basis.