



The Degree Doctor

Complaints Procedure

The Degree Doctor is committed to ensuring that we provide a high quality service to our students. We recognise, however, that there may be occasions when students will feel that they have cause for complaint. This Complaints Procedure sets out how students may seek to have complaints addressed. It should be recognised that the vast majority of complaints can be handled fairly, amicably and to the satisfaction of all concerned on an informal basis. Only when informal means have been exhausted should a formal complaint be pursued.

1. Objectives

The Degree Doctor will treat all complaints seriously, positively, constructively and confidentially. All complaints will be recorded, regardless of the manner of communication, and dealt with with fairness and consistency. Prompt action will be taken to satisfy the complainant wherever possible and The Degree Doctor will improve internal operations to rectify any weaknesses highlighted by the complaint where necessary.

2. How to complain

Formal complaints may be made in writing by e-mail, via the contact details below.

3. Contact details

Dr Sophia L. Deboick

Email: sophia@degreedoctor.co.uk

4. Procedure for dealing with complaints

If a complaint is made verbally, whether by phone or in person, The Degree Doctor will take action to resolve the complaint immediately, on an informal basis. If this does not resolve the issue, the complaint should be made formally in writing. The Degree Doctor is a sole trader, and although complaints may be in respect of a decision taken by that sole trader, they will be investigated thoroughly, without prejudice and in a professional and non-confrontational manner. All complaints will be investigated and responses made in a timely manner (as set out in section 5 below).

5. Timescale for responses

In respect of written complains, we will send you a written acknowledgement of your complaint within 5 working days of receipt. We will send you a final response which adequately addresses the complaint within 28 working days of receipt. We reserve the right to decline to consider a complaint that is made more than 6 months after you became aware of the cause of the complaint. There may be instances where we will waive this requirement at our discretion. We will confirm to you in writing if a

complaint has been made outside the time limit that we are prepared to consider.

6. Redress

Where we decide that redress is appropriate, we will seek to provide fair reparation for any acts or omissions for which we are responsible and to comply with any reasonable measure that you suggest.

7. Escalation

If you remain unsatisfied with our response to your complaint, you may contact the Disabled Students Allowances Quality Assurance Group (DSA-QAG) who oversee quality assurance in Non-Medical Help provision:

DSA-QAG

Central Chambers

Suite 350, 4th Floor

93 Hope Street

Glasgow

G2 6LD

Email: administration@dsa-qag.org.uk

Tel: 0141 227 6771