

Further Information

You can contact us if you have any questions or concerns about making a complaint

Our contact details are:

Ms Michelle Breslin

Administration and Training Support Manager
North West Regional College

78 – 80 Strand Road

BT48 7AL

Tel: 028 7127 6004

Email: michelle.breslin@nwrc.ac.uk or equality@nwrc.ac.uk

Textphone: 028 7127 6167

The College welcomes calls via Relay

EQUALITY

How to
complain

Have we breached
our Equality
Obligations?

The College is fully
committed to meeting its
statutory obligations on the
promotion of Equality

We will provide this document in alternative formats on request where reasonably practicable, eg, Braille, Large Print, Computer Disk, Audio Cassette, etc, and/or alternative language

What is a Complaint?

For us, a complaint is any representation made by any person who feels that they have been directly affected by the failure of the College to comply with the commitments in the College's Equality Scheme

How to complain

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Handling Complaints

The College is responsive to the views of members of the public and will endeavour to resolve all complaints made to us. We will acknowledge receipt of a complaint within 5 working days from receipt.

The College will carry out an internal investigation of the complaint and will respond substantively to the complainant within one month of the date of receiving the letter of complaint. Under certain circumstances, if the complexity of the matter requires a longer period, the period for response to the complainant may be extended to two months.

If the complaint has not been resolved within a reasonable timescale, the complaint can be brought to the Equality Commission. If dissatisfied with the outcome an appeal can be made to the Principal & Chief Executive who will review the complaint or nominate a senior manager to review the complaint. In any subsequent investigation by the Equality Commission, the College will co-operate fully, providing access in a timely manner to any relevant documentation that the Equality Commission may require.

The College will make all efforts to implement promptly and in full any recommendations arising out of any Commission investigation.