



Compliments and Complaints Procedure

Nebula Consultancy Services aims to exceed customer expectations. Our customer centric approach is key to our values and it is important to us that you can provide us with feedback about the service that you receive.

The overriding aim of this procedure is to continuously improve the quality of all that we do by establishing an effective system for handling complaints and compliments about the services we provide. All complaints will be handled with transparency and within a period of 10 working days with the outcome of any complaint being documented.

How to provide a compliment

You can make a compliment to any employee in person, in writing or via email or telephone to:

Nebula Consultancy Services, T700 Trent Business Centre, Thoroton Road, West Bridgford, Nottingham, NG2 5FT. 0115 855 7551. laura.guymer@nebula-consultancy.com

Your compliment will be shared with the team member(s) concerned and your feedback will be used to inform the further development of our services.

How to make a complaint

You can make a complaint to any employee in person, in writing or telephone to:

Nebula Consultancy Services, T700 Trent Business Centre, Thoroton Road, West Bridgford, Nottingham, NG2 5FT. 0115 855 7551. Please specify that you are making a complaint rather than simply providing feedback or a suggestion. Your complaint will be forwarded to an appropriate member of staff who will contact you within 48 hours to discuss the matter further and investigate the situation as appropriate.

If you wish to raise a formal complaint, or your concern cannot be resolved by informal discussion as set out above, please submit the nature of your complaint in writing to:

Laura Guymer, Nebula Consultancy Services, T700 Trent Business Centre, Thoroton Road, West Bridgford, Nottingham, NG2 5FT.

Your complaint will be investigated within 48 hours of receipt and a full response will be provided to you within ten days of the investigation commencing. If you remain unhappy following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification, Nebula Consultancy Services will support you in raising your issue with the individual awarding body it relates to. Awarding Organisation can be obtained from Laura Guymer at the above address.

After raising your complaint with the awarding body, if you remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Nebula Consultancy Services or the Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details



How we handle your complaint

All complaints will be investigated and responded to within ten working days after the receipt of the complaint. Where this is not possible you will be kept up-to-date regarding the progress of the investigation into your complaint.

All results of investigations into complaints will be given in writing within ten days of the investigation commencing.

If you are unhappy with the response and do not feel the issue has been satisfactorily resolved, your complaint will be referred to the Managing Director who will respond within seven working days.

If a complaint cannot be resolved through the above procedures the matter will be referred to the relevant awarding body, funding body or regulatory body as appropriate to the individual complaint being raised. The contact details of the appropriate funding agency or awarding body will be provided to you at this stage in the process.