



STAT Northern Complaints procedure

STAT Northern always aims to provide you with the best possible service. In the unlikely event that you are unhappy with the service you have received for whatever reason then please don't hesitate to let us know. We will make every effort to investigate and resolve your complaint providing you with an appropriate response.

Complaints will be handled in a professional and non-confrontational manner by either the management team or the Director of STAT Northern Ltd who will listen to the complaint.

Complaints Procedure Steps

Step 1 - Provide Feedback

If you have received support from STAT Northern and would like to provide feedback, please use this [feedback form](#) to provide this information. If you decide to leave your contact details on the feedback form, a member of the management team will get back to you within 48 hours via your preferred method of contact (please ensure to state this).

Step 2 - Contact Jonathan Webb

If you would prefer to speak to our Director, Jonathan Webb, please contact him on jonathan@statnorthern.co.uk or by phone on 07883 535 353 and provide your preferred method of contact. Your complaint will be acknowledged within 48 and you should expect to be contacted with a full reply within 5 working days.

Step 3 - Appeal to third parties

If you are dissatisfied with the initial response and outcome and wish to escalate your complaint. You may wish to contact your Funding Body if you are not satisfied with the outcome of your complaint. Contact details can be provided by us if required.

Alternatively, you may want to contact your University Disability Advisor or Needs Assessor to discuss your support.

The ultimate points of appeal if you remain dissatisfied are:

- The Department of Education
- Student Finance England (SFE)
- The relevant professional body that your NMH worker is registered to (eg. BACP, HCPC etc)