



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.

All complaints will be handled in a professional and non-confrontational manner.

Complaints Procedure Steps

Step 1 – Submit your complaint

You can submit your complaint via the contact us section on our website. Alternatively, you can email your complaint to our Operations Manager, James Burns. Please email your complaint to james@statnorthern.co.uk and James will acknowledge your complaint within 48 hours.

Step 2 - Investigation

Our Operations Manager will then conduct a full and thorough investigation of your complaint. James may reach out to you via email or telephone for more information. Once this investigation has been completed, we will send you our response via email within 5 working days.

Step 3 – Escalation

If for any reason you are dissatisfied with the response from our Operations Manager, you have the right to have your complaint referred to our Director, Jonathan. Jonathan will review your original complaint, details of the investigation, and the initial complaint response. Once this has been reviewed, Jonathan will provide you with a response to your complaint. This will be our final response to your complaint.

Step 4 - Appeal to third parties

If you are dissatisfied with the final response and outcome and wish to escalate your complaint you can contact your funding body.

We can provide the contact details should you require them.

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 Loans Company (SLC)
- The relevant professional body that your NMH worker is registered to (eg. BACP, HCPC etc)