

NTN Feedback Charter



Give us your views and help us to provide a better service ...

The NTN Charter

This outlines our commitment to you as a service user. Copies are available on our website and in our membership packs.

To give us feedback about any aspect of our service you can:

Speak to a member of staff directly

Talk to any member of staff who is involved in the area about which you wish to comment. This includes your Learning & Development Advisor or NTN office staff. If you have a problem they may be able to resolve it immediately or they will be able to refer you to someone who can help. They will ensure that your points or comments are recorded through our feedback system.

Put it in writing or telephone your comments

You can write to us at: NTN, Mansfield Business Centre, Ashfield Avenue, Mansfield, Nottinghamshire NG18 2AE

Or visit our website: www.ntn-wbl.org.uk

Or Email your complaint to us at nikki@ntn-wbl.org.uk

Or telephone us on: 01623 404341

If you require a response to your feedback

Our Quality manager will ensure that you receive a response as soon as possible. All complaints are dealt with quickly, fairly and empathetically. Your complaint will be passed to the relevant member of staff to be investigated and you will be given an honest response. Compliments and suggestions as well as complaints are recorded and copied to relevant staff.

All feedback will be taken seriously

Whether formal or informal we value all feedback about our service. Strictest confidence will be maintained if this is appropriate to the case.

All feedback is recorded

We record and analyse all feedback and actions required. We pass on all positive feedback. We will publish information about the feedback we receive

What happens next?

We will acknowledge your correspondence within 2 working days

We will send you a full response within 10 working days

If it is not possible to resolve your case within this time we will inform you of what NTN plans to do and when.

What happens if you are not satisfied with the response?

Thereafter you may refer the issue to the Skills Funding Agency (SFA). A member of staff will provide you with the address should this be necessary.

We hope that most problems will be resolved before this action is necessary.

What you can expect

There are various outcomes depending on the nature of your feedback but here are some examples:

- Thanks for taking time to give us feedback
- Your positive comments will be forwarded
- An apology if we are in the wrong
- A full explanation of the situation
- The action to be taken to put things right

We want you to be satisfied with our service