



# Assisting Students Creatively ASC

In association with Altena Education Ltd

## ASC Complaints Procedure

At Assisting Students Creatively, we are committed to providing exemplary support to all our students. However, we understand that issues may arise occasionally. If you are dissatisfied with our services for any reason, please inform us promptly so we can address the issue, rectify it, and prevent recurrence.

### Informal Resolution:

#### **Stage 1:**

Many concerns can be resolved informally. Approach your support worker directly to discuss any issues or requests you may have. We value your feedback and aim to adapt our support to meet your needs effectively.

We do our best to ensure that support workers are best matched to students, however we do not always get this right first try. If you wish to be reallocated then this can be arranged. You can request this by emailing us at [info@asc-support.com](mailto:info@asc-support.com).

A member of the team will review your requests and feedback. At your request, we can relay suggestions to your support worker on your behalf and allow them the opportunity to acknowledge and improve upon your feedback. Alternatively, we can find another suitable and qualified support worker to meet your requests as best as possible.

#### **Address**

Offices 1 & 2  
Parkside Business Centre  
Holyhead Road  
Wolverhampton  
WV7 3DA

#### **Website**

[assistingstudentscreatively.co.uk](http://assistingstudentscreatively.co.uk)

#### **Contact**

[info@asc-support.com](mailto:info@asc-support.com)  
07789687984



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### **Stage 2:**

If your informal complaint remains unresolved or if you do not wish to disclose this with your support worker, you may submit a written complaint via email to [info@asc-support.com](mailto:info@asc-support.com).

We will acknowledge receipt within five working days and aim to provide a substantive response within fourteen days. Your involvement and agreement are integral to the resolution process. We will discuss your case in detail and work to offer you an improved service.

### **Formal Resolution:**

#### **Stage 3:**

If you are dissatisfied with the response through the informal complaint process, you can escalate the complaint by filling out a formal complaints form and submitting this to [info@asc-support.com](mailto:info@asc-support.com). We will acknowledge receipt within five working days and provide a substantive response within fourteen days.

**Please email [info@asc-support.com](mailto:info@asc-support.com) to request a formal complaints form.**

All formal complaints are dealt with confidentially and will not be discussed with your current support worker or third parties unless otherwise requested by yourself. Your involvement with complaints is essential to progress to a workable solution. Prompt responses from yourself, within 5 business days after a

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complaint has been raised, are required. If a response is not received in due time then the case will be closed.

### **Stage 4:**

If you are dissatisfied with ASC's final response in writing and actions taken to resolve the issue, you may wish to contact the following: your Disability Advisor at your university, or your Needs Assessor at the Needs Assessment Centre.

We can assist in directing you to the relevant person or department where requested. Assisting Students Creatively are not responsible for any decisions made or actions taken by any outside individuals or organisations.

### **3rd Party Complaint:**

#### **Stage 5:**

If you remain dissatisfied with the outcome of the procedures outlined above, you may choose to escalate the matter to your funding or statutory body for further review and resolution. We will give you the relevant contact details on request to ensure your complaint reaches the right place.

Please note that all complaints will be logged and all these records will be made available to statutory regulatory bodies where requested. No personal details will be passed on without explicit consent or where required for audit purposes.

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Students may also seek independent advice and support from the Students' Union Advice Service at their University.

### **Ultimate point of appeal:**

#### **Stage 6:**

Please note that prior stages of resolution must be completed before escalating a complaint to this stage.

At the end of this process, if you still remain dissatisfied with the outcome you may take your case outside the University, to the 'Office of the Independent Adjudicator for Higher Education'.

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We hope that we are able to resolve all cases internally. Please feel free to contact us at any time to seek further support and guidance.

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