**Dyslexia South West complaints procedure.**

Dyslexia South West is committed to providing the best possible service to students accessing NMH support. However, we recognise that there may be occasions where you are dissatisfied with your support experience.

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

For initial complaints, the best course of action is to raise your concern directly with your 1:1 study skills tutor or specialist mentor. If you would rather raise a complaint in writing, this can be done via email to [dyslexiasouthwest@gmail.com](mailto:dyslexiasouthwest@gmail.com) or on our online feedback form which can be found here <https://goo.gl/forms/scHE3PVjPAEVaYsp1>

Face to face complaints will be dealt with in person at the time where possible. For email complaints you can expect a written email response within 24 hours. A follow up face to face meeting will always be offered to ensure you are entirely satisfied with the outcome of your complaint.

You may also wish to ask you course tutor to help mediate a complaint.

If you wish to change you NMH provider, you can do this by contacting your Study Needs Assessor. You can find their email on your Study Needs Assessment Report.

If you feel that the issue has not been resolved, a formal complaint can be registered with the Disabled Students Allowances Quality Assurance Group (DSA-QAG). The DSA-QAG is responsible for overseeing and auditing all NMH providers in England. Details can be found here <https://dsa-qag.org.uk/students/complaints>

Further complaints can be sent to Student Finance directly. Information on their complaints procedure can be found here

<https://www.gov.uk/government/organisations/student-loans-company/about/complaints-procedure>