

# POLICY & PROCEDURES

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## COMPLAIN PROCEDURES & PROCESS

Leaders Training Centre is committed to providing a high standard of service to all our customers. However, we understand that sometimes customers will feel that they have a reason to complain about the service they have received from us. Leaders Training Centre aims to resolve complaints quickly, fairly and effectively.

### PROCEDURE

- Students need to Fill up LTC **STUDENT COMPLAINT FORM** ( **LTC/SCF/002/01012021** ) & submit to respective course advisor.
- Students can also register a complaint by sending an email to [Complaints@leaders.qa](mailto:Complaints@leaders.qa) or by calling on our landline number + 974 44664321
- Any complaint received is acknowledged by email and registered in our database. An appropriate person is assigned to investigate the complaint and resolve the matter.
- We aim to resolve the complaint within **10 working days**. In some complex cases, this may not be appropriate. In these situations, we will aim to keep the students informed of the progress of their complaint.
- Upon completion of the investigation, we aim to transparently disclose and explain to complainant what went wrong and why it happened, apologize if appropriate and take actions to resolve the matter as soon as possible.
- If the complainant is not satisfied with the outcome of the complaint, they would be allowed to raise the matter with the management, who will investigate the matter and will ensure appropriate and justified resolution.
- We generally aim to keep the complaint of the students confidential but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In such situation, we will discuss this aspect with the students.
- Complaint form will be Processed as per the flow chart ( and will be Maintained in complaint log book ( LTC/CLB/003/01012021 )

### RESPONSIBILITIES AND AUTHORITIES

Course Advisor	SCF form will be collected from the Student and timescale is provided
Centre Manager	Will Review & Process the complaint as per COMPLAINT Flow Chart ( LTC/CFC/004/01012021 )
Management	Processes & Take Necessary Action and update in Complaint Log Book

### RELATED DOCUMENTS

- LTC STUDENT COMPLAINT FORM ( **LTC/SCF/002/01012021** )
- COMPLAINT LOG BOOK ( **LTC/CLB/003/01012021** )
- COMPLAINT FLOW CHART ( **LTC/CFC/004/01012021** )