

# **Excelsis Training Limited**



## *Complaint Procedure*

## **Complaints Procedure**

### **Introduction**

The Management is aware that learners may from time to time have reasons to complain about different things within the learning programme, hence the procedure below is available for learners to forward their complaints in the appropriate manner for necessary and prompt action. We treat a complaint as an expression of dissatisfaction, whether justified or not from a learner. Therefore we believe that learning from complaints is a useful way of helping to develop the organisation and increase trust amongst our learners and staff.

Issues requiring confidentiality will be taken into consideration at all stages of this procedure and learners will not be disadvantaged in any manner simply because they require confidentiality in the proceedings. Learners will however be informed in advance where disclosure is necessary in the course of investigating their complaint(s).

### **Abusive complaints**

Abusive complaints will not be tolerated and anything containing offensive language will not be treated seriously as a complaint, but will be regarded as a serious breach of our Learners Code of Conduct. We reserve the right to take action against perpetrators of abuse.

This complaints procedure has four stages:

#### **Stage 1**

Complaints must be in writing and state clearly the basis of the complaint, whether it concerns a fellow learner, Tutor or the facilities provided by our organisation. The Complaints Form must be used for all complaints, which must be submitted to the Quality Manager.

#### **Stage 2**

Where the complaint concerns a fellow learner or a lecturer, the Head of Department of the learner concerned will investigate the complaint by interviewing the party or parties concerned and use his/her best endeavours to resolve the matter within 15 working days. Where the complaint concerns the facilities provided, or an administration staff, Quality Manager will investigate the matter and use his/her best endeavour to resolve the matter within 10 working days. Where the learner concerned indicate that he/she/they is/are not satisfied with the steps taken by the Head of Programme or Quality Manager (whichever is applicable), the learner(s) will submit a written Report to the Chief Executive for his consideration within 15 working days from the date the initial complaint was received.

#### **Stage 3**

Upon receipt of the Written Report from the Head of Programme or Quality Manager, if the matter involves a disciplinary issue, the Chief Executive will arrange a hearing which will be heard by the Quality Manager (or nominated person) within 15 working days of receipt of the Head of Programme or Quality Manager's Written Report. A written Determination based on facts and rules of fair hearing will be produced and copies will be provided for the party or parties involved within 15 working days thereafter. If the learner(s) involved is/are still not satisfied with the Determination of the Quality Manager (or nominated person), then an appeal may proceed to the Chief Executive, which will be heard within 15 working days thereafter.

#### Stage 4

The Chief Executive will consider the Determination of the Quality Manager (or nominated person). He may or may not require oral evidence from the learner(s) concerned (this will depend on the facts of the case and the seriousness of the issues involved) before reaching his decision, which will be deemed as final. The written decision of the Chief Executive will be communicated to the party/parties within 10 working days of the hearing.

#### **Standards for handling complaints**

Our College treats all complaints seriously provided that they are not made abusively or offensively. Learners will be treated with courtesy and fairness at all times. We hope too that learners will be courteous and fair in their dealings with us at all times.

#### **Confidentiality**

All complaints received will be dealt with confidentially and in accordance with the requirements of the General Data Protection Regulation (GDPR) May 2018.

#### **Unreasonable behaviour**

All complaints will be processed in accordance with this procedure. However, during this process, staff may have contact with unreasonable complainant behaviour and unreasonably persistent complainants. Where behaviour of such type occurs, we reserve the right to end the process and reject the complaint.

#### **Recording complaints**

We will log all complaints we receive so that we can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our provision as a whole in the manner deliver services to our learners.

## Stage 1 Complaints Form

**Name:** \_\_\_\_\_

**Course:** \_\_\_\_\_ **Student No.** \_\_\_\_\_

**Tel:** \_\_\_\_\_ **Email:** \_\_\_\_\_

[illegible]

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_