

| Procedure Title   | Handling Learner Complaints  |
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| Associated Policy | <ul style="list-style-type: none"> <li>• Chapter 5 Teaching and Learning</li> <li>• Chapter 6 Assessment of Learners</li> <li>• Chapter 7 Supports for Learners</li> </ul> |
| Version Number    | V2   |
| Owner             | Education and Training Manager   |
| Adoption Date     | 06 2022  |
| Review Date       | 03 2025  |
| Next Review date  | 03 2026  |

### Purpose

To set out a step-by-step procedure that learners use to express dissatisfaction and/or make a formal complaint to us and for handling complaints from learners.

### Scope

All learners

### Steps

The complaints procedure comprises of two stages.

#### Stage 1 – Informal Complaint

A learner can make an informal complaint to their tutor in the first instance, or any member of staff of the Education and Training team, who will discuss the complaint with them and attempt to agree a solution. Learners should allow the tutor/staff member sufficient time to investigate or remedy the issue. The tutor/staff member receiving the complaint will attempt to resolve the complaint as soon as possible.

#### Stage 2 – Formal Complaint

If the complaint is not resolved informally to the satisfaction of the learner, or if the learner feels that they cannot make an informal complaint to a tutor/ member of staff, the learner can make a formal complaint.

If a learner wants to make a formal complaint, they must do so in writing using the Learner Complaints Form which is available on request from the ETM. The following details need to be included. The complainant may also submit supporting documents.

- Date and Time
- Who was involved?
- What happened and when?
- What are you concerned about?
- Have you done anything else to resolve this matter?

- What do you want to happen now?

The ETM acknowledges receipt of the complaint asap and outlines the course of action to be taken and records details on our Complaints Register

If a complaint is serious, the ETM escalates it to the DP who takes over the complaint at this point.

The ETM investigates the circumstances of the complaint.

This process is completed within 20 days of receipt of the complaint if possible. If the investigation takes more than 20 days, the ETM contacts the complainant to explain the delay and give a revised deadline.

The investigation may take different forms depending on the nature of the complaint, but details of all steps are recorded.

- If the complaint is made against a member of staff, the ETM informs the staff member involved and is given full details.
- The ETM records summarising what has been said and done by those involved in a confidential manner.
- If the complaint involves the ETM or the DP, the CEO deals with it.
- The ETM notifies the complainant in writing of the outcome when the investigation is complete.
- If the complainant is not satisfied with the outcome, they can appeal the decision.
- This appeal must be submitted in writing to the ETM using the Learner Complaints Appeals Form within 10 working days of receipt of the decision.
- The ETM asks an external member of the Academic Council to review the complaint, the investigation and the decision.
- The external member of the Academic Council carries out the review, makes a decision and informs the ETM in writing. The decision from this review is final.
- The ETM notifies the complainant in writing of the outcome of the appeal.
- The ETM details the complaint on our Complaints Register and retains records of correspondence.
- The Complaints Register is made available to the Academic Council at meetings of the Council.

### Supporting Documents

- Learner Complaints Form.
- Learner Complaints Appeals Form
- Complaints Register

### Reference Documents

Learner Handbook