Learner Complaints Policy

**POLICY STATEMENT**

The College of Practice Professors recognises the importance of learner complaints and welcomes complaints as a valuable form of feedback about its services. We are committed to using the information we receive to inform improvements.

A complaint is a way of letting us know that you are not happy with a particular service. We welcome your feedback. A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

This procedure outlines the aims of the College of Practice Professors in dealing with complaints and sets out what the learner can expect when making a complaint regarding a service.

**So please let us know if:**

* you think we have done something wrong
* we have not done something that we said we would do
* you are not satisfied with a particular service or set of services that we provide

**ANONYMOUS COMPLAINTS**

We understand that it might be difficult for you to complain because you are worried that your complaint could affect your experience in the college. Please be assured that we treat all complaints in the strictest confidence, and that it is your right to complain. If you do not provide us with a contact name or address, please note that it will not be possible for us to inform you of the outcome of the investigation

**PROCEDURE**

In the first instance, the complaint should be discussed with the team member concerned and resolution sought within 48 hours of the incident occurring. If this is successful and a resolution is reached, the complaint should be documented on the attached Appendix (1) and sent to the college for filing. No further action is to be taken.

In the case of an individual wishing to make the complaint, who feels unable to discuss the complaint with the team member concerned, the matter should be referred to the CEO within 48 hours of the incident. The nature of the complaint will be documented as per Appendix (2) and discussed with the team member concerned within 48 hours of receiving the complaint, with the intention of resolving the issue.

If resolution cannot be found, the CEO or their nominee will arrange a meeting with all relevant parties and agree a resolution. This will take place within 30 days. This will be final. The college will maintain a record of all complaints and make these available on request. All complaints must be regarded as confidential and discussed only with those parties involved.

In the instance where the complaint concerns an assessment decision, the stages outlined in the Appeals Procedure must be followed.

**Appendix1**

Record of Complaint

Name of Individual making the complaint:

Location:

Date:

Nature of complaint

Resolution Agreed:

Signed Complainant:

Date:

Signed CEO/nominee:

Date:

**Appendix 2**

Referral of Complaint

Date of referral:

Nature of complaint:

Date of discussions:

Actions agreed:

Signed complainant:

Date:

Signed CEO/nominee:

Date:

This policy has been approved & authorised by:

Name: Prof Stuart Orr

Position: CEO

Date: 1 May, 2023

Signature: 

Review date of Policy: 1 May 2024