

INTERNATIONAL TRAINING COLLEGE - LINGUA

Towards Educational Excellence

NCFE Reg. No: R0014

NQA Accreditation No: 000095



STUDENT COMPLAINTS PROCEDURE

Objective

Issues brought to the college's attention through the complaints procedure will be treated as valuable and prompt feedback will be given. The college welcomes feedback on its services and will use the findings to improve them where appropriate and possible.

Informal Complaint

It is expected that most complaints can be resolved at an early stage by discussing the matter informally at a local level. A student should therefore bring the matter to the attention of an appropriate member of staff, who will aim to resolve the matter by informal discussion.

For example, if the complaint concerns academic matters, a student might wish to take this up with their Head of department or with another member of academic staff. If the complaint is about college services, then the student should talk to an appropriate member of staff from the Non Academic Affairs department. If there is any doubt regarding who to contact, or if the student feels it is more appropriate, the Head of Administration should be contacted.

Members of staff receiving informal student complaints are responsible for addressing them promptly and fairly. The recipient will normally let the student know (or arrange for a colleague to do so) within three working days of receiving the initial complaint what steps (if any) will be taken to address the complaint and the expected timescale, and advise to whom they should submit a formal complaint if they are dissatisfied with this outcome.

It should be noted that this stage will normally be an informal oral process (or via email if face to face contact is not possible), but where proportionate to do so any agreed action should be confirmed (normally by email).

Any staff involved will be encouraged to share the experience where the effectiveness of their Department or Service could benefit. It is expected that the majority of complaints will be resolved in this way.

Formal Complaint

If a student has attempted to resolve matters informally but is not satisfied with the outcome, they may choose to proceed to the next stage by submitting a formal complaint within seven calendar days of receiving the outcome of their informal complaint result. A student may also submit a formal complaint if the issue involved is too complicated or serious for informal resolution. At this point, students may wish to seek advice from the student representative council to seek for advice on how best to progress their complaint. The student should submit their complaint by means of a completing a request form and attaching their letter of complaint to the head of administration. A copy will be sent to the Head of the Department, director of academic and non-academic affairs.

The student should keep a copy of their complaint and any other documentation submitted for their own records. It is acceptable to send the complaint through email.

The Head of Administration will also notify the Directors of Academic and Non-Academic Affairs of the complaint. The complaint will be investigated an appointed member of management. They will normally arrange to meet with the student to discuss their complaint in detail. If a student fails to attend the meeting the Department will contact them to reschedule or will be called to discuss the issue if they cannot attend in person.

If the complaint is considered justified, the student will be informed of the action taken to resolve or redress the complaint. If the complaint is not upheld, then the student will receive an explanation of the reason for this decision.

INTERNATIONAL TRAINING COLLEGE - LINGUA

Towards Educational Excellence

NCFE Reg. No: R0014

NQA Accreditation No: 000095



Complaints Process

