



TYPE: Policy and Procedure

SUBJECT: STUDENT COMPLAINTS

REF: LWP 21

DATE: 7th September, 2021

LAST REVIEWED:

APPROVED BY:
Board of Directors

1. Introduction.

- 1.1 A complaint is an expression of dissatisfaction by one or more students about action or lack of action by the institution, or about the standard of service provided by or on behalf of the institution.
- 1.2 The institution aims to operate a fair and transparent student complaints procedure and students will not suffer any detriment by making a complaint.
- 1.3 Whenever possible, concerns raised by students should be resolved informally without recourse to formal procedures. If a student has a complaint about any issue related to administration, it should be raised with the administrative staff. Complaints related to teaching need to be raised with the lecturing staff involved.
- 1.4 Complaints by students with a registered disability about the provision of reasonable adjustments for teaching and assessment shall be given priority and dealt with urgently, to prevent prejudice to the student that might be caused by any delay.

2. POLICY & SCOPE

Learning Works is committed to respect the dignity of the individual and seeks to respect and promote the principles of diversity and inclusion. Learning Works adopts a

zero-tolerance policy on matters related to aggression, harassment (physical and/or verbal), aggression and unfair discrimination.

3. CONFIDENTIALITY

All cases are bound with full confidentiality and non-disclosure. Learning Works adopts a strict policy of confidentiality on all cases.

4. PROCEDURE

The institution's complaints process includes an informal resolution procedure as well as a procedure for formal complaint of an academic decision. The institution expects the student to attempt an informal resolution before making a formal complaint.

At the informal resolution process the student should discuss the matter directly with the party involved and make a reasonable effort to resolve the issue. If this does not lead to resolution a formal procedure needs to be made consisting of the following process:

- a. The student and/or staff members logs in a formal, documented complaint to any member of Learning Works top management team of his/her trust.
- b. The complaint must be submitted by the student within 10 days after the decision is made. The student must state the nature of the complaint and the remedy s/he is seeking and describe any previous attempt to resolve the issue.
- c. The complaint is forwarded to the Head of the Institution. The latter appoints an ad hoc board composed of the members of the IQA to investigate the case.
- d. The members of the IQA review the situation and provide a written response, including appeal information within 15 days of receiving the complaint. The ad hoc board calls in any individual they deem fit for the effective proceedings of the hearing.
- e. Following the formal hearing, the ad hoc board formulates the required action/s and informs the Head of the Institution of the execution of the action/s required.

5. APPEALS

An appeal procedure allows the appellant to log a request based on the decision taken by the ad hoc board. All appeals are investigated by the Head of the Institution. The decision of the Head of the Institution is final.

6. RECORD KEEPING

A documented record of all complaints is kept at the administration office of Learning Works. A dedicated file is allocated, which will also contain recorded decisions taken by the ad hoc board and the head of institution. All records are kept for a minimum period of six years.

Charlo Bonnici
CEO



Student Complaint – Form

REFERENCE: LWP12b

This form is to be used by students requesting a formal complaint as outlined in the Student Complaints Policy and Procedures. A separate procedure is available for students filing a grievance. These procedures and forms may be found online at <http://www.learningworks.edu.mt>. This form, when completed, must be presented to the Administration Office of Learning Works, Triq I-Iljun, Qormi

Section A

Student Details

Full Name: _____ Date: _____
First Last

Phone: _____ Email _____

ID/ Passport No: _____

Course: _____

Section B

Type of Complaint

Please set out the reason(s) why the complaint is being made and specify:

A. Who or What is being complained about?

- B. The events that took place in chronological order.
- C. The consequence that you believe you have suffered as a result.

Section C

An outline of the action you have taken so far:

If you have already taken steps to resolve your complaint informally, please outline these below:

(If you have not taken these steps, please proceed to section D)

- A. With whom did you discuss this to try and resolve informally?

- B. Date of meeting/ discussion: _____

- C. Why did you remain dissatisfied with the response to your complaint?

Section D

Desired Outcome:

Signature