

LEARNING WORKS' LWP12: STUDENT COMPLAINTS POLICY and STUDENT COMPLAINTS FORM

TYPE: POLICY and PROCEDURE
SUBJECT: STUDENT COMPLAINTS REF: LWP12
DATE: 7 th September, 2021
LAST REVIEWED:
APPROVED BY: The Board of Directors
<p>1. Introduction.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>2. POLICY & SCOPE</p> <p>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.</p> <p>3. CONFIDENTIALITY</p> <p>All cases are bound with full confidentiality and non-disclosure. Learning Works adopts a strict policy of confidentiality on all cases.</p>

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 (LWP14) 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.

