



## COMPLAINTS AND APPEAL PROCEDURE

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**School of Commerce and Technology**  
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## **1. Definition of a Complaint**

A **complaint** is defined as an expression of dissatisfaction that is not resolved immediately to the satisfaction of the individual, regarding the level, quality, or nature of a service provided by the School of Commerce and Technology. This may also relate to the conduct or behaviour of staff members while delivering services or in their interactions with one another.

## **2. Making a Complaint**

Complaints may be submitted in a variety of formats, including in person, by phone, email, or post. However, all complaints must ultimately be documented using the official **Complaint Form** (a copy of which is attached to this policy). The form can be completed by the complainant themselves, or with assistance from a staff member or representative acting on their behalf.

The purpose of this form is to ensure that all relevant information is collected in a consistent format and to give the complainant the opportunity to express what outcome they are seeking.

## **3. Common Types of Complaints**

To ensure complaints are handled efficiently, staff should be aware of the most common categories of complaints:

- Dissatisfaction with responses to enquiries or queries
- Issues relating to work placements or voluntary opportunities
- Concerns about service charges or fees
- Problems involving trainers, assessors, or fellow training session participants
- Concerns regarding the attitude, behaviour, or conduct of staff members

All complaints should be directed to the most appropriate person or department to ensure a full, fair, and timely investigation.

## 4. Our Commitment

The School of Commerce and Technology is committed to continuously improving the quality of its services. We recognise that complaints, when handled appropriately, offer valuable insight and opportunities for improvement.

Causes for complaints may include, but are not limited to:

- Poor attitude or behaviour of staff
- Lack of training or understanding
- Inaccurate, misleading, or absent information
- Failure to follow established procedures

All staff and managers are expected to respond to complaints constructively, and to take immediate action where issues are identified.

## 5. Complaints Procedure

The following steps outline how complaints will be managed:

1. **Receipt of Complaint**  
A complaint may be received via phone, fax, email, or in person.
2. **Referral to Relevant Manager**  
The complaint is referred to the appropriate manager for review and investigation.
3. **Initial Response**  
The complaint will be acknowledged within **5 working days**, with efforts made to fully resolve the issue within **20 working days**.
4. **Escalation**  
If the complainant is not satisfied with the initial response, the matter may be escalated to a senior decision-maker. The complainant will receive further communication from a **Director or appropriate senior staff member**.
5. **Quality Assurance**  
A sample of complaints will be reviewed at random to assess how effectively they were handled and to ensure consistency in our response process.
6. **Final Review**  
If the complainant remains dissatisfied, an **independent reviewer** will be appointed to consider the case. The decision of the independent reviewer will be final.

## 6. Conclusion

Handling complaints promptly, professionally, and fairly is central to our commitment to quality and accountability. We encourage all individuals—staff, learners, and stakeholders—to raise concerns without hesitation, knowing they will be treated seriously and respectfully.

<b>COMPLAINT FORM</b>	
<p>Please use this form if you wish to make a complaint about a service provided by Our organisation.</p> <p>Please complete all sections and return it to our office.</p>	
<b>Title</b>	
<b>Full Name</b>	
<b>Address</b>	
<b>Contact Number</b>	
<b>Relationship to college</b>	
<b>What is your complaint about? Please include any important dates, times, places or names of staff contacted.</b>	

<b>What would you like the centre to do to put things right?</b>			
<b>Signature:</b>		<b>Date:</b>	