

Learner Issues

Policy / Procedure Name	Learner Issues	
Version No	1.0	
Approval	Teaching Learning and Assessment Committee	
Date of Approval	20 th July 2020	
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Amendments to Policy	Initial version	
Amendments to Policy	Date	Comments
	9 th Mar 2020	Initial version

Version:		Date Approved:	
Purpose	To provide learners with effective advice on how to make a complaint		
Responsibility	Training and Academic Affairs Manager		
Key Steps	<p>Complaints can be made verbally or in writing and to any staff member.</p> <p>Stage 1 – Informal</p> <p>A complaint can be made informally to any member of staff, who will discuss the complaint with the learner and attempt to resolve.</p> <p>Learners will be notified of the required time to investigate or remedy the issue. The staff member receiving the complaint will attempt to resolve the complaint immediately</p> <p>Details should be recorded on the course/module report.</p> <p>Stage 2 – Formal Complaint</p> <p>If a complaint cannot be resolved informally or if the learner feels that an informal complaint will not address the issue, then the complaint should:</p>		

	<ul style="list-style-type: none"> - Be submitted in writing within 5 working days of initial contact or the issue arising to the course/programme Training & Learning coordinator. - It should provide a detailed account of the issue. - The course/programme Training & Learning coordinator will contact the learner within 5 working days to acknowledge receipt of the complaint and outline the course of action to be taken. - Training and Academic Affairs Manager will undertake an investigation of the complaint. - The investigation may take different forms depending on the nature of the complaint. This process is completed within 10 days of receipt - When the investigation is complete the learner will be notified of the outcome in writing. - Where the learner is not satisfied with the outcome, they can make a request for a final review to be carried out. - The request for a review must be submitted in writing to the Appeals and Review Committee within 10 working day of the outcome. - Appeals and Review Committee will be appointed to carry out the review. The decision from this review will be final.
Documentation	Records of Correspondence, Complaints Form/Email
Related Documents	Reference Number/ Appendices Number
Tutor & Learner Issues Complaints Log	Appendix 4.16