



## **Complaints Procedures**

While striving as best as we can to deliver what we promise, we do realise that some shortcomings may have inadvertently escaped our scrutiny.

It may be possible that expectations of students in respect of the organisation of their courses or the facilities available are not met to their full satisfaction. In such circumstances students have a duty to report to management the matter in order that corrective action, if any be applied without delay.

Complaints can be communicated to the Manager or to any senior staff that be designated. You may be requested to convey your complaints in writing particularly if the matter calls for further investigation

## **Undertaking**

We undertake to treat each complaint with fairness in full respect of the complainant's rights to seek redress. We promise to investigate all complaints thoroughly to assess the validity thereof before taking any decision as to the required course of action .

## **Method**

Complaints shall be investigated by a senior tutor not involved in any way with the complaint and the results of the investigation shall be remitted to the Manager .

Where the nature of the complaint so justifies, Management may resort to an independent third party to conduct the investigation. Within three weeks of lodging the complaint, the complainant will be informed whether same is valid or not

## **Valid Complaints**

Where complaints are deemed valid, the complainant will receive proposals for corrective action. The complainant may accept the proposals and after the corrective action confirms that the complainant has been addressed to his satisfaction. He may reject the proposed corrective action

## **Invalid Complaints**

A complainant may accept the conclusion of invalidity and withdraws his complaint or he may decide to reject management's conclusion that the complaint is invalid

## **Referring to the regulator**

Whenever a complainant decides to reject a proposed corrective action or a conclusion that a complaint is invalid, the matter will be referred in writing to the regulator MQA or TEC with copy to the complainant