

Advance Training Academy Complaints Policy & Procedure

Introduction

1.1 The Advance Training Academy is committed to providing a high quality service for all its learners, clients and the community. Its policy is to welcome and to try to satisfy complaints from all who use the ADVANCE TRAINING ACADEMY and to use the information to improve the services it offers.

1.2 The ADVANCE TRAINING ACADEMY will deal with legitimate complaints in a fair, prompt and objective manner. Complaints will be dealt with without recrimination and learners will not be disadvantaged by raising a complaint. Anonymous complaints will not be accepted. However, all information is kept in strict confidence, shared only on a need-to-know basis. ADVANCE TRAINING ACADEMY staff is expected to respond positively to complaints and to alert learners or clients to the Complaints Procedure.

1.3 The ADVANCE TRAINING ACADEMY will be fair in its treatment of all those who complain irrespective of age, gender, ethnicity and disability.

1.4 Complaints will be dealt with promptly and constructively. All complaints will be dealt with in confidence but shared with any person who may be the subject of a complaint. The outcomes of any complaint will be shared with the complainant and any ADVANCE TRAINING ACADEMY staff involved. Complaints made which, on investigation, turn out to be malicious, may result in disciplinary action.

1.5 If the complaint is against the Principal or a ADVANCE TRAINING ACADEMY's Director then the Complaints Officer will be the Chair of the Audit Committee of the Corporation

2 Scope of Complaints Procedure

2.1 The Procedure deals with complaints arising from: Delivery (or lack of delivery) of academic services or training including teaching, course content, tutoring and learner support Incorrect or misleading information about services provided by the ADVANCE TRAINING ACADEMY. Delivery (or lack of delivery) of support services provided by the ADVANCE TRAINING ACADEMY including administration of fees and grants, enrolment and examination registration Unacceptable behaviour by ADVANCE TRAINING ACADEMY staff operate procedures exist for:

- Public interest disclosure (Whistle blowing)
- Learner discipline
- Academic assessment appeals

2. How to complain

1. The ADVANCE TRAINING ACADEMY Charter will give guidance as to how comments and complaints may be made and how to contact the Complaints Officer for advice. All learners will receive a copy of the Charter at Induction and further copies will be posted around the academy.
2. The Staff Handbook will contain a copy of this Complaints Policy and Procedure. New staff will be informed of this Complaints Procedure during their induction programme.
3. The Learner Services and Information Manager will ensure that the Complaints Procedure and Complaint forms are available from Reception, the Learner Services and Information Desk, the LRC and IT Centres. It is available in other forms on request from Learner Services and Information.
4. The Complaints Procedure and Complaint form will be easily accessible through SharePoint, the external web site and Model.

NB: Very serious complaints, for example those that involve the Police, will be responded to through the Formal Complaints Procedure.

2. Support for those involved in a complaint

Support is available for all those involved in a complaint:

- Representation: parent, guardian, friend, supporter, Learner Services and Information
- Help with completing the Complaint Form: Learner Services and Information
- Guidance in understanding the procedure: Learner Services and Information
- Support during the procedure: ADVANCE TRAINING ACADEMY counsellor, Learner Services and Information

If any further help is needed, Learner Services and Information should be contacted.
