

1. Policy Statement

C-TAC is committed to maintaining high standards in all of our operations and services. We recognise, however, that there may be occasions when our clients or stakeholders, particularly our students, feel that the quality of service or decision making has fallen short of what they could reasonably expect. Therefore, we have developed this Complaints and Appeals Policy to ensure all complaints and appeals are handled fairly, efficiently, and effectively.

2. Scope

This policy applies to all clients, stakeholders, and partners of C-TAC, including students, who wish to make a formal complaint or appeal against any aspect of our services.

3. Awareness of Policy

3.1 Informing Students

Students will be made aware of this Complaints and Appeals Policy:

- At the beginning of their training, as part of the introductory PowerPoint presentation.
- As part of the registration process, ensuring they understand the procedures before commencing their course.

4. Making a Complaint

4.1.1 How to Make a Complaint

Complaints should be made:

- In writing, addressed to the Complaints Officer.



- Clearly outlining the nature of the complaint.
- Within 30 days of the incident or issue occurring.

4.2 Acknowledgement of Complaints

Upon receipt of a complaint, an acknowledgment will be sent within 5 working days.

This acknowledgment will include:

- Confirmation that the complaint has been received.
- An outline of the steps to be taken to investigate the complaint.
- A timeline for resolution (typically within 30 days of receipt).

5. Handling Complaints

5.1 Investigation

- The Complaints Officer will conduct a thorough investigation.
- All relevant parties will have an opportunity to submit evidence.

5.2 Resolution

- After investigating, a decision will be made regarding the complaint.
- The complainant will be notified of the decision in writing, including the reasons behind it.

5.3 Confidentiality

- All complaints will be handled confidentially and in accordance with relevant data protection laws.



6. Appeals

6.1 Grounds for Appeal

- An individual may appeal if they:
- Are dissatisfied with the outcome of the complaint.
- Have new evidence that could affect the decision.

6.2 Making an Appeal

Appeals must be made:

- In writing, addressed to the Appeals Committee.
- Within 15 days of the complaint resolution.
- With clear grounds for appeal and any new evidence.

6.3 Appeal Process

- The Appeals Committee will review the initial complaint and the additional evidence.
- A final decision will be made and communicated within 30 days.

7. Record Keeping

- All complaints and appeals will be logged and records maintained for a period of at least three years.

8. Policy Review

- This policy will be reviewed annually and updated as necessary.