

## 4.2 Learner Complaints Policy

### Version Control

Version	Date	Description	Author
1.0	January 2024	Initial Policy Development	C-TAC
2.0	November 2024	Updated to include TAQA system integration	C-TAC

#### 4.2.1 Purpose

This policy ensures that all learner complaints are addressed in a fair, transparent, and timely manner, in compliance with PHECC standards and aligned with TAQA quality assurance principles. The process is designed to provide learners with a clear pathway to voice their concerns and seek resolution.

#### 4.2.2 Scope

This policy applies to all learners enrolled in C-TAC's full-time, part-time, and blended learning programmes.

#### 4.2.3 Complaints Principles

- **Fairness:** All complaints are handled impartially and without bias.
- **Transparency:** Learners are informed of the complaints process, including timelines and required documentation.
- **Timeliness:** Complaints are resolved within clearly defined timeframes.
- **Accountability:** Outcomes are documented and communicated clearly to learners.

#### 4.2.4 Process

##### 1. Raising a Complaint:

- Learners are encouraged to address concerns informally with the relevant faculty member or staff member in the first instance.
- If the issue is not resolved informally, learners may submit a formal complaint in writing within 10 working days of the incident.
- The complaint must include the nature of the concern, supporting evidence, and the desired outcome.

##### 2. Acknowledgement and Initial Review:

- The Quality Assurance Team acknowledges receipt of the complaint within two working days.
- The complaint is reviewed to determine its validity and assign it to the appropriate person for investigation.

### 3. Investigation:

- An impartial investigator, appointed by the Director of Training, gathers evidence and interviews relevant parties.
- The investigation is conducted within 10 working days, ensuring confidentiality and respect for all parties involved.

### 4. Decision and Communication:

- The investigator presents their findings to the Director of Training, who makes the final decision.
- The learner is informed of the decision in writing within five working days of the investigation's conclusion.
- The response includes the outcome, rationale, and any further actions or remedies.

### 5. Escalation and External Review:

- If the learner is dissatisfied with the outcome, they may escalate the complaint to an independent external body.
- External complaints must be submitted within five working days of receiving the internal decision.

#### 4.2.5 Responsibilities

- **Board of Directors:** Provides oversight of the complaints process to ensure fairness and compliance.
- **Director of Training:** Ensures that complaints are investigated thoroughly and resolved fairly.
- **Quality Assurance Team:** Manages the complaints process, maintains records, and ensures timely communication.
- **Investigators:** Conduct impartial investigations, gather evidence, and report findings.
- **Learners:** Submit complaints within specified timeframes, providing clear reasons and supporting evidence.

#### 4.2.6 Monitoring and Review

- The complaints process is reviewed annually to ensure compliance and effectiveness.
- Internal audits verify that complaints are handled fairly, consistently, and within defined timeframes.
- Stakeholder feedback is collected to assess the transparency and efficiency of the process.



#### 4.2.7 Approval and Compliance Monitoring

- **Approved by:** Adrian Coffey, Director of Training
- **Date:** October 2024
- Compliance with this policy is monitored through regular audits, feedback, and external verification.

