

## **COMPLAINTS POLICY**

This policy document outlines how to make a complaint with Connect Institute.

Connect Institute are committed to providing a high standard of service. Our clients have an important part to play by telling us when we have any issues or problems.

By letting us know, we can use your experience to improve the service here at Connect Institute. If you are not happy about any of the services you have received, or if you have suggestions on ways we could improve our services here at Connect Institute, we welcome your feedback.

### **1. Improvements**

If you have an idea or suggestion that could help us to improve the services we provide, please summarize it in an email. Please ensure that you make your email subject '**FAO Improvements**' and address it to [admissions@coinst.uk](mailto:admissions@coinst.uk)

All emails received in this format will be acknowledged within 24 working hours and reviewed on a 3-calendar month period. If Connect Institute implements any changes that you have suggested, we will offer you a gift to thank you for helping us to improve our services for all clients.

### **2. Complaints**

#### **2.1. Making a Complaint**

If your complaint involves discrimination or harassment of any kind, you should ensure that the incident is reported to the Centre Director as soon as possible via telephone or email. If your complaint does not involve discrimination or harassment of any kind, please follow the process as outlined in point 3 of this document entitled 'Stages of Complaints Process'.

Contact details to help make a complaint can be found:

- On any email correspondence you have received
- On the website
- On the homepage of your Moodle account
- At the end of this policy document

Please note the following:

- We will not investigate anonymous complaints and we require any complaint to be raised within 4 weeks of the issue occurring.
- We will not investigate any complaint made over the telephone or verbally to any member of staff except in any case where there is a risk to yourself, or others, as highlighted in Safeguarding policy.
- Where there is a complaint about the Centre Director, please contact the awarding body relevant.

### 3. Stages of Complaints Process

There are two stages to the complaints process at Connect Institute: informal and formal. There is a third stage to appeal the result of any Stage 2 enquiry. These will be discussed as follows.

#### 3.1. Stage 1 - Informal

If you are unhappy about any aspect of our service, we will try to resolve your dissatisfaction quickly and informally. In the first instance, please raise your issue with the Centre Director. We sincerely hope your issue will be resolved at Stage 1. However, if your issue is not resolved informally, you can make a formal complaint.

#### 3.2. Stage 2 - Formal

If you have been unable to resolve your issue at Stage 1, you can progress your complaint to the formal, Stage 2 process. All complaints will be treated in strict confidence. However, please be aware that, if necessary, we may need to speak with other people to investigate your complaint fully.

To instigate a formal complaint, please email [admissions@coinst.uk](mailto:admissions@coinst.uk) with the subject 'FAO Complaint Stage 2'. Your complaint will be acknowledged within 2 working days and normally, we would expect to investigate it and provide you with a written response, within 20 working days. If the circumstances require a longer period to properly investigate your complaint, we will write and inform you.

#### 3.3. Stage 3 - Appeals

If you are dissatisfied with the outcome of our investigation, you have 5 working days to submit an appeal. In these circumstances you must formally confirm, in writing, to the Centre Director, what aspects of the Stage 2 outcome you wish to appeal. You should identify and provide information that supports your view as to why you feel the outcome is inappropriate. The grounds of your appeal will then be considered by the Centre Director and an impartial representative who has not been involved in Stage 2 of the process. They will review the outcome of Stage 2 and consider the specific issues that you are appealing against. Their decision is the final stage of the internal process, and you will be informed of the outcome, in writing, within 15 working days, in normal circumstances. If the circumstances require a longer period to properly consider your appeal, we will write and inform you.

##### 3.3.1. Students – Appeals

If you remain unsatisfied with the outcome of your Stage 3 appeal, you may want to pursue the matter externally by contacting the Information Commissioners Office, Open Awards or The program Awarding body.

**Contact details to ask for help, as detailed in this procedure:**

**Centre Director:** Dr Oladimeji Ojerinola

**Telephone:** 07719340478

**E-mail:** [admissions@coinst.uk](mailto:admissions@coinst.uk)