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Complaints Policy and Procedures

It is the policy of Quality Management and Training Limited (QM&T) to develop and maintain procedures that are fair and reliable.

Introduction and definitions

We distinguish between complaints and appeals, and there are separate procedures for dealing with each.

- **Complaints:**

A complaint may be defined as "an expression of dissatisfaction that needs a response". The expression of dissatisfaction may take the form of an informal, verbal complaint or a formal, written complaint. The Students' Complaints Procedure which is set out in the following pages should be used by students to pursue complaints about most matters concerning both teaching & learning.

The students' complaints procedure may not be used to challenge academic decisions about performance and progress - see "Appeals" below.

- **Appeals:**

The Appeals Procedures for CQI and NEBOSH are dealt with CQI and NEBOSH accordingly, which apply in cases where a student wishes to challenge an academic decision made by the academic committee or body. See Appeals processes for CQI and NEBOSH on their website.

Student complaints: principles

We will try to resolve complaints informally and quickly between the relevant parties, and only start a formal process (i.e. letters, evidence, documentation and formal decisions etc.) if that fails. QM&T's complaints system is:

- conducted fairly and reasonably
- follows clear procedures
- is evidence-based
- comes to a conclusion without unnecessary delay
- gives reasons

Students will not suffer any disadvantage as a result of making a complaint in good faith.

Making a Complaint

To make a complaint the student must attempt to resolve the situation directly with the person concerned. We expect a student to try to resolve a complaint directly, informally and quickly with the person concerned - for example, with a tutor who didn't hand work back in time, or with the person giving wrong information. The student is expected to explain clearly what the problem is and what outcome they are looking for, and the member of staff is expected to do their best to try to resolve it in a straightforward and reasonable manner. If a mistake has been made an apology should be offered.

We expect most complaints to be resolved in this way. If however this does not provide a satisfactory outcome, the student can ask QM&T to deal formally with the complaint using the QM&T Student Complaint form, which the student would need to set out what their complaint is about, what the supporting evidence is, why informal resolution was unsuccessful, and what outcome they want. QM&T will only deal with complaints presented on QM&T Complaints Form and where all of these points are covered. It is very important that the student keeps a copy of the completed Complaints Form. Complaints Form can be sent either as hard copy or by email. Receipt of complaint form will be acknowledged and the response will be sent to the student. This would be the final stage of complaint and hopefully a satisfactory resolution is reached.

Complaints form a part of QM&T's process of quality review and improvement and are considered as providing valuable feedback rather than criticism.

QM&T believes that students should feel able to make a complaint, knowing that it will be fairly investigated. This will help us maintain the highest levels of academic and service standards. To this end QM&T's complaints procedure has been designed to be as fair and straightforward as possible.

The following diagram summarises the QM&T's student complaints procedure:

