

## Complaints, Grievances and Appeals Policy & Procedure

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Approved By: Academic/Governance  
QA Committee

Date: 17/08/2020

Approved By: Tony O' Brien  
CEO

Date: 22/09/2021

This policy pertains to **Northridge House Education and Research Centre at St Luke's Cork**, hereafter referred to as **the Centre**.

The Centre is committed to providing a service of the highest quality. Staff will do everything possible to ensure that this level of service is provided.

However, when things go wrong or when a Learner/Tutor disagrees with something the Centre does, the Learner/Tutor has a right to discuss their problem or make a complaint. The procedure outlined below is designed to deal with complaints about issues such as delays, mistakes, poor customer service, denial of entry to a programme, being suspended or dismissed from a programme or when an employee feels actions against them are unfair they have a right to appeal.

Should a Learner/Tutor decide to make a complaint, the Centre will take it seriously and deal with it as quickly as possible. The Centre will investigate the complaint thoroughly and impartially. The Centre will treat the Learner/Tutor sympathetically and courteously, and their future dealings with the Centre will not be affected in any way.

What to do if there is a problem relating to any aspect of dealings with the Centre.

### **STEP 1**

Most problems can be resolved straightaway by bringing them to the attention of the person the Learner/Tutor is dealing directly with in the centre. The Learner/Tutor should write or arrange to speak with this person about the complaint.

### **STEP 2**

If the problem is not resolved by discussion, the following procedures should be followed. Briefly, these procedures are as follows:

- (a) The Director of Education will request that the Learner/Tutor will put their complaint in writing to him/her. See Appendix 1 **QQI Complaint Form**
- (b) On receipt of the written complaint, the Director will undertake an investigation
- (c) The Director will advise the complainant of the outcome of his/her investigation and inform them of his/her findings and resolutions.

**It is important that this procedure is used in the first instance to address the problem. However, in the event the complainant is not happy with the outcome they can commence an appeals procedure.**

### **STEP 3**

#### **Right to Appeal**

If a Learner/Tutor is not satisfied with the outcome, they can appeal this decision by writing directly to the Chief Executive Officer of St. Luke's Home, Castle Rd., Mahon, Cork, who will

arrange to have their appeal investigated by an independent investigator. The Learner/Tutor has the right to have representation at this meeting.

**This process also applies in cases pertaining to concerns re discrimination (see Equality & Accessibility Policy ED8)**

**Appeals in relation to Academic Assessments are dealt with separately please refer to Assessments, Submissions, Plagiarism, Assessment Appeals & Deadlines Policy ED 1**

**Appendix 1**

**QOI Complaint Form**

	<b>Northridge House</b>	<b>Version: 1.1</b>
	<b>Complaints / Concerns Form</b>	

Personal Details	
<b>Name:</b>	
<b>Contact Number:</b>	
<b>Course Name:</b>	
<b>Course Code:</b>	

Complaint Information	
<b>Complaint Date:</b>	
<b>Complaint Details:</b>	

For office use only			
<b>Received by:</b>		<b>Date:</b>	



Monitoring and Review

Reviewed 3 yearly or more frequently as needed