

Complaints Policy & Procedure

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Approved By: Academic/Governance
QA Committee

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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 disagrees with something the Centre does, the Learner 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.

Should a Learner 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 sympathetically and courteously, and their future dealings with the Centre will not be affected in any way.

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

STEP 1

Most problems can be resolved straightaway by bringing them to the attention of the person the Learner is dealing directly with in the centre. The Learner 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 will put their complaint in writing to him/her. See Appendix 1 **QOI Learner Complaint Form**
- (b) On receipt of the written complaint, the Director will undertake an investigation
- (c) The Director will advise the Learner of the outcome of his/her investigation and inform the Learner of his/her findings and resolutions.

It is important that this procedure is used in the first instance to address the problem.

STEP 3

APPEALS PROCEDURE

If you are still not satisfied, the Learner should write directly to the Chief Executive Officer of St. Luke's Home who will arrange to have your complaint investigated.

Appendix 1

QAI Learner Complaint Form

Candidate Information			
Candidate Name			
Candidate PPSN		Date of Birth	
QAI Module Name			
QAI Module Code			
Nature of Complaint			
Assessor/Tutor Name			
Received by Director of Education	Yes <input type="checkbox"/> No <input type="checkbox"/>	Date Received	
Action Undertaken			
Response to Learner			
Final Outcome			

Signed off by Director of Education & Date	
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Monitoring and Review

Reviewed 3 yearly or more frequently as needed