



# **Student Complaints Policy**

## **Student Complaints Policy**

### **1. Definitions**

#### *Complaint*

For the purposes of this policy, a complaint may be defined as "an expression of significant or sustained dissatisfaction where a student seeks a specific action to address the issue". The expression of dissatisfaction may take the form of an informal complaint (verbal or written e.g. email) or a formal, written complaint.

#### *Feedback*

It is important to draw a distinction between a complaint and feedback. Environmental Excellence Training & Development Limited seeks and welcomes the views of its students. A student may provide feedback which will be useful to a school or service when reviewing its policies and operations, without invoking this policy. Students are encouraged to provide feedback at a local level to the appropriate service provider in a prompt and constructive manner.

### **2. Who can use this procedure?**

This complaints procedure may only be used by an individual who is, or has been, registered as a student of the Environmental Excellence Training & Development Limited and who is not recorded as being a leaver (or, if they are a leaver, is complaining about events that occurred before they were a leaver, within the permitted timescales).

A group of students may use this procedure to make a collective complaint provided that one student identifies him/herself as the main contact for purposes of communication.

Environmental Excellence Training & Development Limited's expectation is that anyone wishing to make a complaint does so personally. In exceptional circumstances where a third party makes a complaint on behalf of a student we will require the student's express written consent that the third party is acting on their behalf and to allow us to refer to the details of their own specific case. Please note that all correspondence will be copied into the student as well as the third party unless otherwise agreed.

Anonymous complaints will not be considered.

### **3. What kind of complaints are excluded?**

Complaints relating to the quality of teaching or supervision, or other circumstances that relate to the delivery of a programme should be raised under the Complaints Procedure. It is expected that students  
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make informal and contemporaneous attempts to resolve such issues within one month of the occurrence of the events to which the complaint relates. It is then expected that any formal complaints concerning the events are received in accordance with the Student Complaints Procedure within one month of the informal outcome.

If a student does not dispute that a company policy or regulation has been fairly and correctly applied to them, but does not agree with the policy itself, the matter should be raised by the student with the relevant student representative. The complaints procedure should not be used in these circumstances.

This procedure may not be invoked in relation to complaints about non-academic matters by students who are studying by collaborative arrangement and who are studying away from Environmental Excellence Training & Development Limited at partner institutions.

Complaints may not be accepted if the remedy sought is beyond the power of the company to deliver.

#### **4. Principles**

Complaints should be treated seriously and students must not suffer any disadvantage or recrimination as a result of making a complaint in good faith.

In all cases, it is desirable that complaints are resolved informally and quickly between the relevant parties, and that the formal process is only started if that fails.

Only complaints presented on the appropriate official forms will be dealt with as formal complaints; the forms can be found within the complaints process.

Students are encouraged to seek advice from the relevant local student body at any stage in the complaints process, including advice on how to present their case effectively.

When a complaint is upheld, part of the resolution may involve reporting the circumstances to a Board of Examiners or other academic body for consideration in their decision-making processes.

There may be times when a student submits a complaint, the subject of which is actually an appeal, or vice versa. In these cases, Environmental Excellence Training & Development Limited may decide to reclassify the complaint or appeal, at whatever stage of the procedure that has been reached, and Environmental Excellence Training & Development Limited will inform the student of this.

## **5. Recording and monitoring of complaints.**

It is important that the number, level and range of complaints are monitored in order to improve the student experience. We will record complaints on a central database and report from it (without divulging the details of specific complainants) to indicate the nature of complaints and complainants, and resultant action.

Such reports will:

- Feed into the monitoring and evaluation procedure at various levels;
- Feed directly into appropriate committees;
- Assist in identifying problems;
- Form the basis of positive publicity, in demonstrating that identified issues have been resolved.