

## Malta ICOM Educational

# COMPLAINTS PROCEDURE

Malta ICOM Educational is committed to achieving excellence in the delivery of education and training services.

We set high standards for ourselves and seek to meet them.

We therefore welcome and encourage feedback from students and members of the public. Your feedback helps us to make improvements to our services. This document is available in alternative formats on request.

Feedback may take the following forms:

- Compliments
- Suggestions
- Complaints

### **Compliments/Suggestions**

If you wish to comment on the teaching you have received, or suggest how it can be improved, please complete the feedback form at the back of this leaflet and place in the Suggestion Box in Reception at your location.

### **Complaints**

The Complaints Procedure can be used by anyone (except College Staff, who should raise their concern under the staff grievance procedure) and covers complaints about the services we provide and the treatment you receive whilst at Malta ICOM Educational. It is not intended to cover complaints about academic assessment, e.g. grades and marks as these issues are normally covered by the Academic Appeals Procedure.

## COMPLAINTS PROCEDURE

### First Step – Informal Complaint

If you are dissatisfied with an admissions decision, your teaching and learning experience or osteopathic treatment you receive, it is always best to raise the matter immediately with the member of staff you are dealing with. Tell them exactly what you are unhappy about and ask for their help in putting it right. Many problems can be resolved quickly and informally in this way.

### Second Step – Formal Complaints Procedure

When making a formal complaint this should be made in writing, or by completing the college complaint form on page 4 of this leaflet. You may also telephone to record your concerns. Complaint forms are also available from Reception or the Library.

The completed complaint form or letter should be addressed to the Vice-Principal. You hand it into the Quality Department or the Receptionist where you study or post it.

The process is as follows:

1. Stage 2 Appeals must be sent in writing.
2. The complaint will be acknowledged within 5 working days of receipt.
3. The Vice-Principal will appoint a member of our management team unconnected with the issues raised. An investigation will be carried out and a report prepared.
4. Within 20 working days of your original complaint a reply will be sent to you detailing the outcome of the investigation. The reply will state whether or not the complaint has been upheld and how the college will deal with the matter if your complaint is upheld.
5. The Vice-Principal will review the complaint, and may interview the manager investigating the complaint and / or the complainant before reaching a decision.
6. Within 10 working days from the date of your written appeal a reply from the Vice-Principal will be sent to you detailing the outcome.

### **Third Step: Appeal**

If you are unhappy with the result of the investigation you have the right to appeal to the Principal within 5 working days of the date of our reply.

The Principal will review the processes followed and will review the decision to ensure that it aligns with the information presented. The Principal will reply to the appeal within 10 working days.

## Malta ICOM Educational COMPLAINTS PROCEDURE

Other avenues are available to you once the Malta ICOM Educational processes have been completed. The College is an accredited institution. You may wish to continue to progress your complaint with the accrediting body. Details of how to do this will be included in the letter from the Principal. This will also be available on line. You may wish to progress matters only with the accrediting body. However, this may require that you obtain an Malta ICOM Educational letter confirming 'completion of processes' before they will review your issue.

Formal Complaint Form

Name of Complainant: \_\_\_\_\_

If you are a student please give your ID Code, if known \_\_\_\_\_

Home address:

Post Code:

Telephone Number:

Have you already tried to resolve this complaint informally?

(See first step on page 3) Yes / No (Please indicate)

\_\_\_\_\_

By completing this form you are making a formal complaint which will be investigated by a member of the ICOM Management Team.

Nature of complaint:

(You should include details of dates, time, place and people involved and highlight exactly why you are making a complaint)

Please continue overleaf if required →

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

For monitoring purposes please complete by circling as appropriate:

GENDER: Male / Female

ETHNICITY:

DISABILITY: Disability / No disability

Please return this form to ICOM College

Compliments/Suggestions/Feedback Form

Name (please print) Mr / Mrs / Miss / Ms / Insert Other

Surname \_\_\_\_\_ Forename \_\_\_\_\_

If you are a student please give your ID Code, if known

\_\_\_\_\_

If you are not a student or do not know your ID Code please provide us with your address and contact numbers:

Address

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone Number(s)

Home \_\_\_\_\_ Mobile \_\_\_\_\_

Subject of Compliment / Feedback / Suggestion:

Please continue overleaf if required.

Department/Course \_\_\_\_\_

For monitoring purposes please complete by circling appropriate:

GENDER: Male / Female

DISABILITY: Disability / No disability

ETHNICITY:

Please return this form to the Quality Office, ICOM College