

Learner Complaints Policy and Procedure

Scope: This policy and procedure applies to all learners at Excel Education .

Purpose: to ensure that learners have a clear policy and procedure to follow when submitting a genuine complaint.

1. Introduction

- 1.1 Excel Education treats genuine complaints from learners seriously and ensures that they are dealt with promptly, transparently and fairly, in a consistent and efficient manner.
- 1.2 Wherever possible, Excel Education aims to address learner concerns about their course and Excel Education's services informally through discussion. It is important that learners raise their concerns locally, at an early stage, with their tutor or another member of staff.
- 1.3 Learners and staff have rights and responsibilities under this procedure. Consequently, learners must make complaints in good faith and without malice, Learners who make complaints that are frivolous, vexatious, malicious, obscene or abusive may be subject to disciplinary action.
- 1.4 All complaints will be confidential and only disclosed to individuals involved in the investigation. Anonymous complaints will not be entertained, although in certain circumstances the complainant's anonymity will be maintained.
- 1.5 A member of senior management will monitor and review the number, level and type of complaints that are made over the course of each academic year.

2. Who to speak to if learners are dissatisfied with their experience of Excel Education

- 2.1 If learners are dissatisfied with any aspect of Excel Education's products or services, they should speak informally to any of the following people in the first instance:
 - Learner representative
 - Programme Leader
 - Tutor
 - A member of senior management, where the complaint is serious

3. Types of complaints considered under this Policy / Procedure:

- 3.1 Examples of grounds for complaint include:
 - A failing in Excel Education academic or support services
 - Inaccurate information about a programme
 - Inadequate provision of a programme and/or related resources
 - Inadequate facilities
 - The conduct of a member of staff.
- 3.2 Learners must be registered on a programme in order to lodge a formal complaint. The only exception to this is where learners have completed their programme and have a complaint about any aspect of certification of their programme (e.g. delays in receiving qualification certificates).

4. Exclusions from this Policy / Procedure

4.1 The following matters are excluded from this policy/procedure:

- Complaints or appeals against final grades or progress
- Complaints against the conduct of other learners
- Complaints relating to allegations of bullying or harassment

(These are dealt with in other policies and procedures)

5. Complaints procedure

5.1 There are three parts to the complaints procedure:

- i) Informal stage
- ii) Formal stage
- iii) Appeal stage
- iv) External resolution stage

5.2 Informal stage: Local resolution of the complaint: complaints are generally best dealt with by the people most closely involved with the issues. Therefore, learners should first discuss the matter either directly with the source of the complaint or with the person responsible for the programme area.

5.3 Formal stage: making the complaint: if learners are dissatisfied with informal attempts at resolving the complaint, they should make a written complaint using the form at Appendix 1 and e-mail it to a member of senior management. Where a complaint is made against a member of staff, a copy of the complaint will be sent to them for their response, unless the learner has been granted anonymity. When the senior manager has completed their investigation, they will determine one of the following:

- i) that there is substance in the complaint and what action(s) should be taken in response;
- ii) that there is no substance to the complaint and that no further action need be taken;
- iii) that there is no substance to the complaint and that the complaint has been shown to be vexatious or malicious. In this case, disciplinary action may be taken against the complainant.

Learners will be informed in writing of the outcome of the complaint.

5.4 Appeal stage: learners may appeal against Excel Education's decision by completing the form at Appendix 2 and submitting it to the Principal within 20 working days of receiving the written notification of the outcome of the complaint on the following grounds:

- i) there was a procedural irregularity which has materially disadvantaged the learner in making their complaint;
- ii) there is new and relevant material/evidence that was not available at the time the complaint was first submitted;
- iii) there is evidence that the complaint decision was unreasonable.

The Principal, upon hearing the appeal will decide either to:

- i) confirm that the complaint has been resolved satisfactorily;
- ii) resolve the complaint;
- iii) establish a Complaints Panel to hear the complaint afresh.

The outcome of the complaint appeal is final as for Excel education..

5.5 External resolution (final Stage):

If the learner, agent, parent or sponsor remains unhappy following the three stage processes they may appeal in writing to the British Accreditation Council. They are an external and independent body overseeing provision throughout the United Kingdom.

British Accreditation Council
Ground Floor
14 Devonshire Square
London EC2M 4YT



Please read Appendix 3, before contacting British Accreditation Council

Appendix 1

Learner Complaint Form

Before filling out this form learners are requested to read the Learner Complaints Policy and Procedure

Name:	
Student Number:	
Year / Days of Study:	
Tutor:	
Contact Address:	Email: Phone No:

Please identify the factor(s) you are not happy with and tick / check one or more, as appropriate. ✓

- | | |
|--|---|
| <input type="checkbox"/> Staff (<i>communication/performance</i>) | <input type="checkbox"/> Policy |
| <input type="checkbox"/> Equipment (<i>faulty/not available</i>) | <input type="checkbox"/> Procedures (<i>rules</i>) |
| <input type="checkbox"/> Premises (<i>rooms</i>) | <input type="checkbox"/> Other (<i>please state</i>) |

Please use the space below to explain your complaint. Include as much information as possible including dates and locations as well as steps you have taken so far to raise and resolve your complaint. (You may continue on a separate sheet if you wish).

Please outline the preferred outcome to your complaint (i.e. how would you like to see your complaint resolved?)

Please read the following statement and tick the box to indicate your agreement.

I have read and understood the Learner Complaints Policy and Procedure. All the information provided on this form as well as any additional documentary evidence I have provided, are an accurate and true reflection of the situation that led to the complaint outlined above. I am aware that, regardless of the outcome of this complaint, this paperwork will be held in accordance with the College's Data Protection Policy.

Signed Date.....

This Form is to be submitted to zana@excel.center

You should receive a response in writing within twenty working days of the full complaint being received by the College.

Office use:

Date Received.....

Passed to..... Date

Outcome

Student informed of outcome Date.....

Learner Complaint Appeal Form

Before filling out this form learners are requested to read the Learner Complaints Policy and Procedure

Name:	
Student Number:	
Year / Days of Study:	
Tutor:	
Contact Address:	Email: Phone No:

Please identify the ground(s) for appeal. Please tick one or more, as appropriate. ✓

- there was a procedural irregularity which has materially disadvantaged the learner in making their complaint
- there is new and relevant material/evidence that was not available at the time the complaint was first submitted
- there is evidence that the complaint decision was unreasonable.

Please use the space below to explain the ground(s) for your appeal.

Please read the following statement and tick the box to indicate your agreement.

I have read and understood the Learner Complaints Policy and Procedure. All the information provided on this form as well as any additional documentary evidence I have provided, are an accurate and true reflection of the situation that led to the complaint outlined above. I am aware that, regardless of the outcome of this complaint, this paperwork will be held in accordance with the College's Data Protection Policy.

Signed Date.....

This Form is to be submitted to zana@excel.center

You should receive a response in writing within twenty working days of the full complaint appeal being received by the College.

Office use:

Date Received.....

Passed to..... Date

Outcome

Student informed of outcome

Date.....

Final stage (**External resolution**)

If the student, agent, parent or sponsor remains unhappy following the first three processes (Informal stage, Formal stage, Appeal stage), then they may complain/appeal in writing to the *British Accreditation Council*. They are an external and independent body overseeing provision throughout the United Kingdom.

British Accreditation Council
Ground Floor 14 Devonshire Square
London EC2M 4YT

BAC has a formal student complaints procedure for all our accredited providers. Our complaints procedure is covered in our Accreditation Handbook. We will try to help you to resolve your dispute with a BAC-accredited provider, but there are some things that you will have to do before we can take up your case.

Please read the following important information if you wish to make a complaint against an accredited institution

First, you need to show that you have tried to resolve your complaint through your provider's complaints procedure. The management of the provider may wish to respond to and/or address your concerns. You will be in the strongest position if your complaint is made while you are enrolled. If you leave and then complain, you may be more likely to experience difficulties securing prompt responses from the provider. Also, it would be wise to consider any visa conditions prior to leaving.

You need to show that you have read the provider's Terms and Conditions in relation to your complaint, and that you have made a satisfactory effort to try and resolve your complaint with the institution directly.

BAC can only pursue a complaint if you provide us with written and signed authorisation to do so. Formal letters of complaint should be posted to BAC's [London office](#).

BAC will only consider complaints which are directly relevant to the **standards for accreditation** (see the [Accreditation Handbook](#) for details).

Before submitting your complaint to BAC, please ensure that you have included the following:

1. A full description of all circumstances leading to the complaint being made.
2. A signed statement indicating that you authorise BAC to contact the institution on your behalf.
3. All documentation relating to the complaint being made, including, but not limited to:
 - enrolment letters
 - any receipts for payments made to the institution
 - any visa letters sent and received (if relevant to the complaint)
 - any correspondence between you and the institution which relates to this complaint (this should include documentary evidence that the provider's own complaints procedure has been used and exhausted)
 - the provider's terms and conditions and/or refund policy, if you have access to this
 - Any other relevant documentary evidence

N.B. Please ensure that you retain copies of all submitted documents as it will not be possible for BAC to return them.

Please note that BAC will be unable to take action on any complaints without first receiving the above. Also, please see the [Accreditation Handbook](#) for a number of additional circumstances under which BAC will not involve itself in a complaint.

[Click here to contact BAC](#)



email at info@the-bac.org

or call them on *0300 330 1400*

Address:

**British Accreditation Council
Ground Floor 14 Devonshire
Square
London EC2M 4YT**

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