

## Complaint Policy

### 1.0 Purpose

The purpose of this policy is to ensure that concerns of the learners are treated fairly and promptly. It explains how the institute will evaluate and respond to learners' complaints.

### 2.0 Policy Statement

All complaints and appeals received by Regent College London (RCL) will be recorded (in the institute's Complaints and Appeals Register), acknowledged and dealt with fairly, efficiently, and effectively. This includes but is not limited to allegations involving the conduct of Trainers / Assessors, any other staff, a third-party providing services on behalf of the institute or another learner or learners studying at the institute.

### 3.0 Guideline

RCL will ensure that the manner in which it conducts a review of a complaint or appeal will:

- Ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.
- Ensure that all complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable.
- Provide for a review by an appropriate party independent of RCL and the complainant or appellant, at the request of the individual making the complaint or appeal if the processes fail to resolve the complaint or appeal to the satisfaction of the complainant or appellant.

### 4.0 Procedure

#### 4.1 Internal Complaint Handling Process

RCL's internal complaints handling and appeals processes will be conducted in a professional, timely, and inexpensive manner that will ensure that grievances can be heard and addressed.

Accordingly, RCL will:

- Begin assessing a complaint or appeal (i.e., conducting the assessment of the complaint or appeal in a professional, fair, and transparent manner) within 10 working days of the learner lodging it, and finalise the outcome as soon as practicable.

- If a matter cannot be resolved informally, advise the learner within 10 working days of their right to access the institute's internal appeals process and lodge a formal internal complaint or appeal; and give the learner a written statement of the outcome of the complaint or appeal, including the reason/s for the outcome, and keep a written record of complaints or appeals on the learner's file.
- If the learner's appeal relates to a decision to cancel the learner's enrolment, the senior management team will wait until the internal complaints process is completed before proceeding and immediately implement any decision or recommendation in favour of the learner through the internal or external appeals process.

## 4.2 Formal Complaint Handling Process

The complainant should send a formal email to the supervisor or HR personnel, detailing their concerns and providing evidence to back them up.

Within four working days after receiving the email, the complaint would be acknowledged.

Within 15 working days, the concern would be carefully reviewed, and a response would be delivered. Gathering information, examining the issues raised, and determining potential outcomes would all be part of the investigation.

All employees participating in a complaint must keep information confidential and discuss the issues with only those employees who are authorised to oversee the complaint.

An interim response would be supplied for important matters that require more time for investigation, along with the projected date of the outcome and the name of the person who would be sharing it.

A complainant can request a review of a complaint decision within 10 working days of the decision. The review will be conducted by an independent person with reasonable experience who has not previously overseen the complaint.

## 5.0 Monitoring

Staff Members Involved

Senior Management Team

Staff Members

## 6.0 Review

This Policy will be reviewed annually by the Senior Management Team.

It may also be reviewed in the case of any substantial change, whichever is earlier.

For advice and support contact the Academic Head.

## Policy Information

| PURPOSE          | Policy Information  |
|------------------|---|
| Title            | Complaint Policy  |
| Document number  | 0169/89   |
| Purpose          | The purpose of this policy is to ensure that employee concerns are treated fairly and promptly. It explains how the institute will evaluate and respond to employee complaints. |
| Audience         | Staff; Learners   |
| Category         | Compliance  |
| Next review date | March, 2026   |

## Version Control

| Version | Author | Amended by | Date      | Comments  |
|---------|--------|------------|-----------|---|
| 1.01    | DoS    | DGS        | 20/3/2023 | Approved by the RCL Governance Committee        |
| 2.01    | AH     | QAC        | 20/3/2025 | Approved by the RCL Quality Assurance Committee |
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