



## **Student Complaints**

Innolearn aims to provide all its students and clients with a high quality service. However, from time to time problems do occur. You have the right to pursue the resolution of any difficulties and Innolearn will undertake to respond to your complaint fairly and impartially, with care and concern. Innolearn will also seek to learn from complaints which are upheld and make changes where necessary.

### **Making a complaint**

#### **Stage 1**

As detailed in the Student Handbook, initially problems should be discussed with a member of the teaching staff such as your course tutor. If you wish the complaint to be logged, it will be recorded at this point.

If this discussion does not resolve the matter, or if it is not appropriate to discuss a situation with a member of the teaching staff, then the complaint should be made to the person responsible for the particular area or service.

#### **Stage 2**

For complaints about courses and teaching, write to, or contact, the Academic Head responsible for the provision of your course. Our Student Admin team can give you the contact details.

If the matter is not resolved by the first two stages, a formal written complaint should be made to the Principal (see Stage 3).

#### **Stage 3**

Complaints must be made in writing and submitted to the Principal by post; by hand to Innolearn's Reception; or by email. Again, contact details are available from Reception or Student Admin.

A fair and confidential investigation will be carried out and a full, impartial and reasoned reply will be provided to the complainant.

### **Response to complaints**

In response to complaints, Innolearn will:

- Make an initial response to you within five working days, indicating the person with whom further contact can be made;
- Investigate the circumstances/details of the matter and provide a full response including, where appropriate, explanation and details of any action taken, usually



within fifteen working days. If the matter cannot be resolved within this timeframe, you will be kept informed of progress; and

- Log and track all complaints for Quality Assurance purposes.

Innolearn is committed to ensuring that the complainant, or the person on whose behalf the complaint has been made, will not be treated unfairly as a result of lodging a complaint.

### **Complaints about results**

Complaints about your course grades and other internal assessments are dealt with via the Student Appeals Procedure.

If your complaint is about external assessments, your tutor will contact the relevant awarding body on your behalf.

### **Appeals**

In the event that your complaint is not handled to your satisfaction, you may appeal in writing to the Principal, within ten working days of the date of the response letter (Stage 3), giving the grounds and brief particulars of the appeal. An acknowledgement of the appeal will be sent to you on receipt and a response to the appeal will be made within ten working days. If the matter cannot be resolved within this timeframe, you will be kept informed of the progress.

### **If you are not satisfied following the Appeal**

If Innolearn's complaint procedure has been exhausted and you are still dissatisfied with the outcome, the Education Skills Funding Agency have their own complaints procedures, which review the processes Innolearn has gone through when dealing with your complaint. Contacts details are as follows:

The Complaints Team,  
Education and Skills Funding Agency,  
Cheylesmore House,  
Quinton Road, Coventry,  
CV1 2WT

[complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk)