



Appeals & Complaints Policy

INTRODUCTION

Extra Learning has a commitment to provide students with academic support to help them achieve their goals. If students are unhappy about their experience then it is important that we are informed and we will then be able to address the issues and improve the student experience for all those studying at Extra Learning. Wherever possible we would encourage students to raise any concerns they have at the earliest possible opportunity. Most matters are usually dealt with informally and promptly by those who are directly responsible for our programmes and services unless they are raised formally in writing. The following procedure applies to Student Complaints.

PROCEDURES

GENERAL

- A 'Designated person' means any person authorized by the Principal to consider a complaint under these procedures.
- This complaints procedure is not a disciplinary procedure although an upheld complaint may give rise to such a procedure. In addition, an upheld complaint may result, where appropriate, in an adjustment to a previous decision relating to a student's academic progress or award.
- In any interview of the complainant at any stage he or she shall have the right to be accompanied by a friend.
- Any student who makes a complaint in good faith will not be adversely affected by the fact of the complaint whether or not it is upheld.
- In the case of a complaint relating to a designated person the complaint shall immediately be referred to the next stage of the procedure.
- A complainant, the designated person and the management are expected at all stages to have appropriate regard to confidentiality.
- Reference to 'student' in this procedure includes any group of students with a common complaint.
- This complaints procedure will operate in accordance with the Extra Learning's Equality & Diversity Policy.
- A complaint made anonymously will only be considered under exceptional circumstances and where the nature of the complaint makes an investigation appropriate.



STAGE 1

A student who has any complaint arising from his or her relationship with Extra Learning which is not appropriately dealt with should in the first instance raise matters with their individual lecturers or employees of Extra Learning. At this stage, it is good practice to ascertain the remedy which the student is seeking.

STAGE 2

Where the complaint has not been resolved under Stage 1 above it should be referred to the Head of Quality and Delivery.

STAGE 3

Where the complaint has not been resolved under Stage 2 above, the Head of Quality and Delivery shall make such inquiries as are necessary and submit a report to the Director/Principal for this purpose. The Principal shall make such further investigations or inquiries if any, as he or she deems necessary and then come to a conclusion on the matter. The complainant shall receive a statement with reasons for the Principal/Directors decision.

STAGE 4

If the complaint has not been resolved to the satisfaction of the student, Stage 4 comprises of a meeting to discuss the complaint with an external independent adjudicator (solicitor or representative from the awarding body) and the Principal/Director.

APPEAL

Student complaints procedure comprises of maximum of four stages, with each lasting up to 14 days. The students also have 7 days period allocated for an appeal after the outcome of the first 2 stages is delivered to them. It amounts generally up to 56 days to complete the entire process. Nothing in this policy will prevent students exercising their legal rights. At the same time, Extra Learning reserves the right to pursue its own legal privileges or seek mediation at any time during this procedure.