

DeGesh School of Entrepreneurship

Complaints Policy

Policy Review Date	30/01/2025
Next Review Date	29/01/2026

1. Overview

The School seeks to always provide the highest possible levels of service but also recognises that in doing so, there may be times when this falls short of student's expectations. In these instances, the focus is on finding an acceptable outcome. All complaints are taken seriously and will be investigated according to the procedures laid down.

Any student who makes a complaint shall not be disadvantaged in any way and the complaint will be undertaken by the Institute impartially and without bias. Privacy and confidentiality will be maintained throughout the process and each case will be considered on its own merits and taking into account:

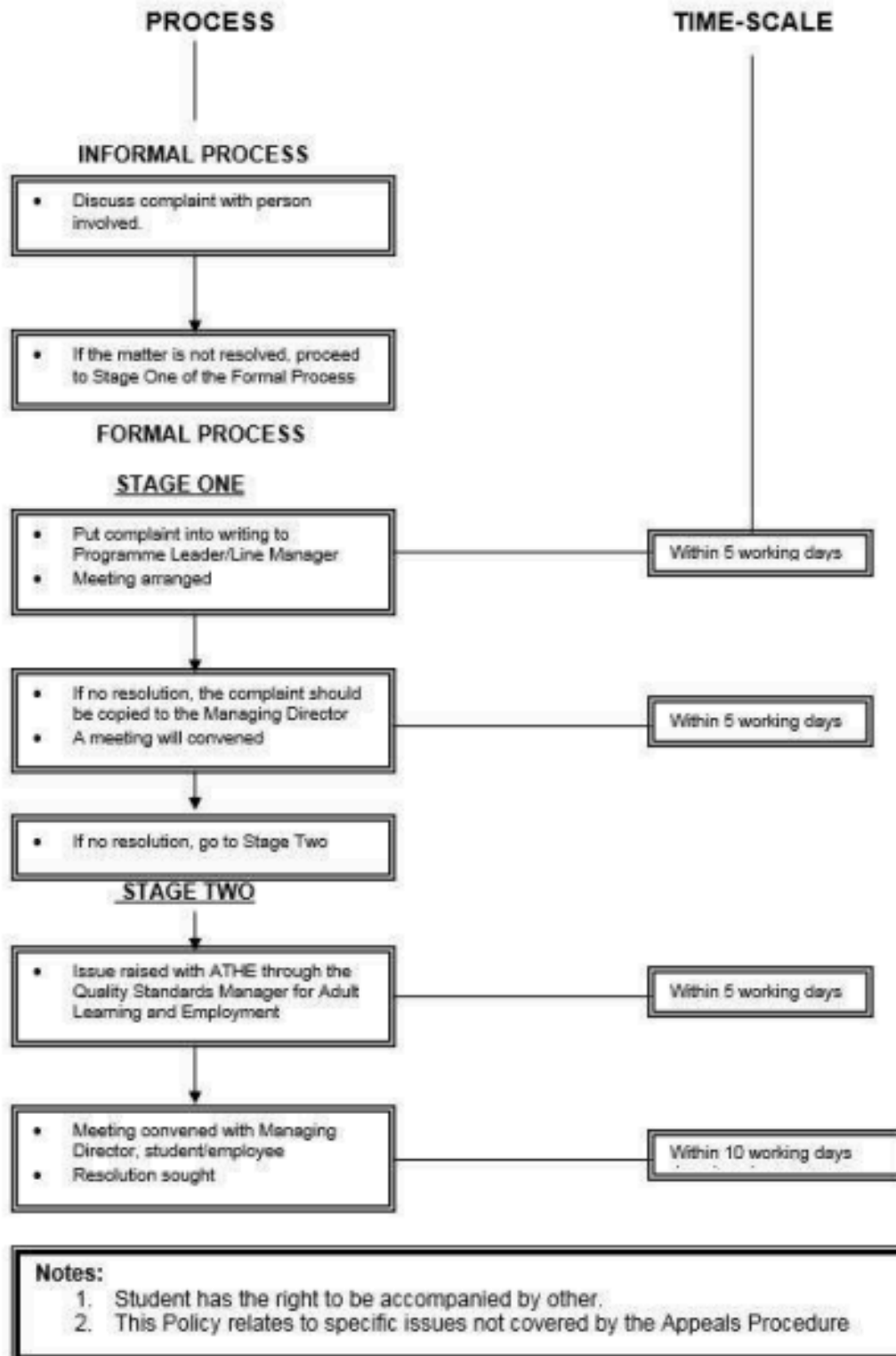
- The seriousness of the issue raised.
- The credibility of the concern.
- The likelihood of confirming the issue from attributable sources.

2. Aims

The School is committed to the following in terms of the complaints procedure for learners:

- Making the process open and transparent Placing the emphasis on prompt resolution
Not apportioning blame.
- Taking forward all reasonable complaints made Ensuring that complaints are quickly rectified Ensuring that learners are supported during the complaints procedure.
- To collect equality data on complaints for monitoring purposes (through confidential means).

3.0 COMPLAINTS PROCEDURE (using Form SCP)



Form CSP

STUDENT COMPLAINT PROCEDURE

Student Name: _____ Enrolment No: _____

Course of Study: _____ Year of Course: _____

Course Tutor: _____ Programme Leader: _____

COMPLAINT PROCEDURES – STAGE 1

Reason for Complaint:

Response:

Agreed:

Signed Programme Leader: _____ Signed Student: _____

_____ Date: _____

COMPLAINTS PROCEDURE – STAGE 2

Response:

Agreed:

Managing Director: _____ Signed Student _____

Date: _____