



## Medipro Limited

### STUDENT COMPLAINTS POLICY

#### 1. Rationale

It is Medipro's policy to encourage students with complaints relating to their study experience to use the procedure below to seek satisfactory solutions. Medipro will try to resolve complaints as quickly as possible to the satisfaction of the individual(s) concerned. Where this is not possible, every effort will be made to explain the reasons for the decision or delay.

If students are not satisfied with the outcome, they have the right to pursue their complaint to the next stage. It is hoped that most complaints will be resolved during the informal discussion. Students who have raised complaints will be treated fairly at all times before, during and after the complaint hearing(s).

#### 2. Process

This procedure is for guidance only and does not form part of students' contractual rights. The contents may be subject to revision from time to time.

##### Informal stage

Any student who wishes to raise a complaint should first discuss the issue with their tutor. This provides an opportunity for issues to be resolved without recourse to the formal procedure. If the individual feels unable to raise the issue with their tutor, they should speak to another tutor or member of staff. Should the matter not be resolved informally, or where the issue is felt to be more serious (complaints concerning discrimination, bullying or harassment), then the student has the right to raise the matter formally.

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### Mediation

Where there are disputes or complaints between two individuals, then the company will consider Mediation. Information containing this chosen action can be gained from the policy document HR005 – Mediation.

### Formal stage

If the matter has not been resolved satisfactorily through informal discussions, the complaint should be put in an email to the HR Dept, ([contact@medipro.co.uk](mailto:contact@medipro.co.uk)) outlining the nature of the complaint and the outcome being aspired to.

### Before the Grievance Hearing

The student will be informed verbally and in writing, of the subject matter, time, date, location and nature of the interview and the right to be represented and will inform the student of the appeals procedure.

This meeting will be held as soon as possible, ideally within 5 working days of, but no later than 10 working days after the receipt of the complaint. If this timescale cannot be achieved, the reasons for delay will be explained and recorded. The timing and location of the meetings will be reasonable to all parties.

The person may choose to be accompanied by a colleague, lay or trade union official.

If the student has a disability or English is not their first language, a check whether any special arrangements will be conducted during the procedure, e.g. access facilities, a reader or interpreter.

The student may be able to request mediation by an independent third party if this is agreeable to the company. Then the complaint process will be suspended whilst mediation is ongoing.

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### Investigations

Medipro is committed to ensuring that all complaints are investigated fully. This may involve carrying out interviews with the student concerned and third parties such as witnesses, fellow students and tutors, as well as analysing written records and information. The investigation report will be made available to all the parties concerned. The identity of witnesses will be kept confidential where necessary.

The organisation reserves the right to seek assistance from external facilitators at any stage in the complaint procedure.

### The Hearing

#### *Stage 1*

Wherever possible it is expected that resolutions will be agreed at the meeting by the tutor hearing the complaint, however it may be necessary to adjourn the meeting to further investigate the issues. It may be necessary to undertake investigation meetings with witnesses.

The complaint should be fully investigated and the student informed of the decision in writing within 10 working days of the meeting. Where it is not possible to meet this timescale because further investigation is required, any extension to the deadlines set out in the policy should be agreed with and communicated to the student. Reasons for the extensions must be recorded and an estimation of the revised timescale provided. Advice on the right of appeal as part of the outcome will be given.

In cases where two or more students raise a complaint on the same issue, this will be known as a "Collective Complaint". In such cases, an appropriate representative may set out details of the complaint in writing on behalf of the students. An

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appropriate representative shall be defined as a nominated student representative.

### *Stage 2*

If not satisfied with the tutor's response, this should be raised in an email to HR. A meeting will be arranged, constituted as in Stage 1, except that a Director will replace the tutor. The Director will give a response within five working days of the meeting and will inform the student of the appeals procedure.

### *Stage 3*

If not satisfied with the Director's response, this should be raised in an email to Admin. A meeting will be arranged, constituted as in Stage 2, except that the Managing Director or an authorised deputy will replace the Director. The director/deputy will give a decision within five working days of the meeting. This decision will be final.

### Disciplinary Appeals

The complaint procedure should not be used for appeals against disciplinary decisions, as that is the purpose of the Disciplinary Appeals policy. If, however, you have a complaint against the behaviour of a tutor during the course of a disciplinary case, you may raise it as a complaint with a senior tutor. The disciplinary procedure may be suspended for a short period if necessary until the complaint can be considered.

### Malicious Grievances

Students are encouraged to raise complaints and will not suffer any detriment from doing so. If a complaint is found to be malicious or to have been made in bad faith, however, the student will be subject to disciplinary procedure.

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### Exclusions

Certain types of individual complaints cannot be dealt with under a procedure of this kind either because the procedure is inappropriate or because there are already established agreements or procedures for the settlement of disputes in relation to them.

The following areas are therefore excluded from the scope of the Procedure:

- Contractual documents.
- Academic appeals.

### Complaints regarding a grading/course content

Medipro Ltd will normally seek to resolve matters of concern as closely as possible to the level at which they arise. Before making a formal academic appeal, you should make every effort to contact your Tutor, Mentor, or other relevant member of staff to discuss the issue and ascertain if it can be clarified or resolved without resorting to formal procedures. The company may be able to advise you on how a decision in your case was determined.

Should the issue not be resolved at this level, the process for submitting a complaint regarding a grading or course content would be covered in the Appeals Policy and Procedures (HR054). This can be accessed through our HR Dept and assistance will be given in its actioning.

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