



## Student Complaints Procedure

### 1.0 General

- 1.1 At FBTC every effort is put in to achieve the highest standards in the provision of services and at the same time we recognise that there may be complaints relating to services or facilities provided by the Center. It is important that students have confidence that their complaints will receive timely and appropriate attention within the resources available through an accessible, fair and straightforward procedure.
- 1.2 Students can expect to be treated fairly and with courtesy, and complaints to be dealt with confidentially and as quick as possible. In return, the center expects student to adopt a responsible attitude in connection with all aspect of all the complaints procedure
- 1.3 This procedure enable students to know clearly how, where, when and to whom complaints should be made. The Director handles the administration of the Student Complaints Procedure.
- 1.4 If complaint is upheld then the Center will where possible put things right and advise the complainant of the further action that is planned. Means of redress include an explanation and notice of remedial action taken. If a complaint is not upheld, the Center will advise the complainant of the reason of this decision.
- 1.5 Student wishing to pursue a complaint, either formally or informally may seek advice from the students' Counselor (currently **Mr. Douglas Munah**).

### 2.0 Scope of the Procedure

- 2.1 This procedure is designed for the complaints about the provision of Center's services. Whilst there may be more than one complaint, all complaints must be able to show that the matter has personally affected them, which is the subject of the complaint.
- 2.2 Complaint about both academic and non-academic services – provision of misleading or incorrect information about the services, and alleged discrimination relating to gender, disability or ethnic origin in provision of the services may be dealt with via this procedure.

### 3.0 Time Limits

The time limit set out in this procedure offer a general indication of timescale; however it may not always be practicable to adhere to a particular scale e.g. *Holidays or illness or other intervening causes*. In such cases complainants will be informed about the revised timescale.

#### **4.0 Representation**

- 4.1 Student have the right to be accompanied by a co-student or representative (such as a *Parent / Guardian* ) at any STAGE in the procedure. The friend or representative may speak on behalf of the complainant.
- 4.2 Any person against whom complaint has been made has the right to be supplied with a copy of complaint and also has the right to be represented or accompanied by a colleague or representative in any related investigation.

#### **5.0 Procedure**

##### **Stage 1 – formal**

- 5.1 Whenever possible a complaint will be dealt with informally and as close as possible to the point at which it has arisen. The complaint should therefore be made initially to the member of staff who seems best able to deal with it there and then. This will provide staff with an early opportunity to address the complaint and take appropriate action. If there is any doubt as to whom the complaint should be referred, students should contact the FBTC office or the Training manager
- 5.2 The complaint should be made personally either orally or in writing as soon as possible and in any event within a reasonable time of the situation giving rise to it.
- 5.3 The member of staff to whom complaint has been referred will attempt to resolve the complaint informally and in doing so may seek further clarification about the circumstances relating to the complaint either from the complainant or other individuals relevant to the complaint. Students must give full and prompt assistance in the regard to the member of staff.
- 5.4 The member of staff investigating the complaint will advise the complainant of the outcome of the investigation as soon as possible and this will usually be within 5 working days.
- 5.5 If the informal resolution of the complaint does not prove possible and the complainant decides to pursue complaint via **STAGE 2** of the procedure, the facility for subsequent informal resolution of the complaint remains open.

##### **STAGE 2 – FORMAL (the director, FBTC – will be involved)**

- 5.6 If the complainant is dissatisfied with the response of the relevant member of staff and wishes to take matter further then he/she should write either to the Director of FBTC. The letter should be sent within 5 working days of receipt of the response to the initial complaint and should outline the complaint, set out the informal steps already taken together with full details of the response received and include a statement setting out why complainant remains dissatisfied.

- 5.7 Receipt of the letter of complaint will be acknowledged within 5 working days by the Director who, subject being satisfied that reasonable steps have been taken to follow the procedure set out in the paragraph 5.1 above will specify a person independent of the source of the complaint to carry out an investigation. This investigation may include personal interviews with any person involved in the matter.
- 5.8 The person appointed to carry out the investigation will gather evidence and present a summary of his/her finding to the Director of FBTC. The Director will advise the complainant of the outcome (which may either confirm or override the earlier decision) of the investigation. The Director's decision is final and will be made in writing and not later than 20 days after the receipt of the letter.
- 5.9 It is expected that almost all complaints should be capable of resolution by STAGE 2 by following this procedure.

## **6.0 Monitoing**

**6.1** In order to facilitate monitoring of volume and types of complaints, any member of staff receiving notification of a complaint under STAGE 1-2 of the above procedure shall advise the Managing Director.

- 1)** That a complaint has been received and provide a brief detail of the complaint;
- 2)** Whether or not the complaint was upheld;
- 3)** If the complaint was upheld, action proposed by the Center to put things right;
- 4)** If the complaint was not upheld, whether the student has been advised of the reason of this decision.
- 5)** All complaint will be registered by the Director's office and the resolution of such complaints duly recorded therein.

## **7.1 General**

As started in the preamble it is FBTC'S objective to provide a high quality training facility to its students. The management therefore recognises importance of and welcome dialogue from its students. However students will be expected to act professionally and in a mature and positive manner in presenting all their grievances.

**End**