



## **DistanceLearningCentre.com Ltd**

### **Complaints & Grievance Policy and Procedure**

The DistanceLearningCentre.com Ltd is committed to delivering high quality service and encourages its users to inform the Centre where there is cause for concern and a case for improvement in the service and/or provision.

DistanceLearningCentre.com is very receptive to genuine expressions of dissatisfaction and the following document explains how you can complain to the Centre and the procedure for considering complaints.

At the same time, it is expected that in raising possible issues of complaint, learners and tutors will have observed their obligations as members of the Centre, through meeting their course or work commitments and a level of general behaviour that accords with the Centre's regulations, and reasonable consideration for others.

Other users will be expected to have observed an acceptable level of behaviour and consideration for others.

The DistanceLearningCentre.com aim to handle complaints in a way that:

- Is fair, prompt and efficient.
- Treat complaints with seriousness, sympathy, proportionality and confidentiality.
- Facilitate early resolution at the most local level possible.

#### **Making a Complaint**

This procedure outlines a number of routes to be used by any member of staff, learner or other user depending on the seriousness of the complaint.

The following list indicates examples of the type of complaint covered by this procedure:

- Misinformation about a DistanceLearningCentre.com course/programme of study.
- Poor standard of tutor support and/or supervision.
- Insufficient or poor facilities.
- The behaviour of a member of staff of the Centre.
- The behaviour of a learner of the Centre.
- The behaviour of one Centre learner to another.
- A failing in a Centre service.

Please note complaints do not always produce the intended outcome, for instance, policy decisions or resourcing beyond the DistanceLearningCentre.com's control may affect the level of service provided.

Complainants will be asked to state their complaint in writing by completing the official complaint form of the Centre and then submitting the completed complaint form with the supporting evidence. If the complainant has difficulty in providing details in writing, the Centre will consider alternative ways of receiving the information.

However, whatever decision is reached, the DistanceLearningCentre.com will inform the complainant of the result of the complaint and the reasons for the decision.

## **The Complaints Procedure**

### **Stage 1:**

Complaints of a minor nature should be raised immediately with the person responsible with the aim of resolving the problem directly and informally. It is anticipated that the vast majority of complaints will be resolved in this way.

The Centre believes that the majority of complaints/issues/problems are capable of being resolved at this stage (Stage 1) within a period of 10 working days.

For users of the Centre who are not learners, they may approach the member of staff concerned, or alternatively follow stage 2 of this procedure.

Stage 1 will generally be a verbal process and any staff involved will be encouraged to share the experience as a result of which the Centre or the department will benefit.

If at the end of stage 1 the complainant(s) is still unsatisfied with the decision the complainant should follow stage 2 of the procedure outlined below.

### **Stage 2:**

The DistanceLearningCentre.com appreciates that there may be occasions where the above process is inappropriate and that a more formal approach is necessary.

If a more formal approach is required then the complainant must use the Centre's Complaint Form which is available from the website and submit the completed complaint form with the supporting evidence.

In the case that the complainant is a learner, where it has not been possible to resolve the complaint to the satisfaction of the learner under Stage 1, the learner must communicate the complaint in writing to the Executive Manager (Student Service and HE) at:

[studentservices@distancelearningcentre.com](mailto:studentservices@distancelearningcentre.com)

Or via post at:  
Student Services,  
DistanceLearningCentre.com Ltd,  
Darwin House,  
44 Rochdale Road,  
Todmorden.  
West Yorkshire.  
OL14 7LD

Members of staff, other Centre users or complaints pertaining to the Student Services should be sent to the Executive Manager (HR & Quality) at:

[z.khan@distancelearningcentre.com](mailto:z.khan@distancelearningcentre.com)

Or via post at:

Executive Manager (HR & Quality)  
DistanceLearningCentre.com Ltd,  
Darwin House,  
44 Rochdale Road,  
Todmorden.  
West Yorkshire.  
OL14 7LD

The complaint must be specific and documented comprehensively including as much detail as possible with supporting evidence. The complainant must present full details, including name and address, any relevant documentation and dates, locations and witnesses as appropriate.

The complainant must also detail any previous unsuccessful attempts at resolution.

Finally, the complainant must state what reasonable steps he/she believes should be taken to resolve the complaint.

The relevant member of staff above will then approach the relevant person on behalf of the complainant to try and facilitate a resolution of the complaint.

The complainant can expect to receive an acknowledgement of his/her written complaint within 10 working days. It is our aim that most complaints under stage 2 should be resolved within 28 days. The complainant will be informed if there is likely to be any delay in the process.

The Executive Managers (Student Services and HE or HR & Quality) will notify the complainant in writing of the result of the complaint and the reasons for the decision.

### **Sensitive Issues/Complaints**

If the issue of complaint is not related to Centre's services or teaching/tutoring but is related to a more sensitive and personal issue such as harassment, the complainant can refer to the Centre's separate policy and procedure on equal opportunities which set out the appropriate actions the complainant can take. A copy of this is available on the organisation's website.

### **The DistanceLearningCentre.com Ltd Guarantee**

If there is a genuine concern it should be raised immediately without hesitation. Regarding complaints the Centre would like to be informed as early as possible to resolve the problem and to put things right for the future.

We welcome views and suggestions. We will monitor all comments and complaints,

treat them seriously and follow our procedures and timescales. We will always endeavour to continuously improve our service.

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**DistanceLearningCentre.com Ltd: Dates of review and update: 04/10/12; 22/01/14; 25/03/14; 18/11/15; 08/12/17; 31/07/18; 14/12/19; 12/12/20; 21/08/22**