



Complaints Procedure



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COMPLAINTS

<i>Complaints</i>	
FIT Quality Statement	
<p>FIT Ltd. is committed to the provision of quality-assured education and training to enhance the career opportunities for our learners. Our management system reflects committed internal quality management and independent oversight by competent organisations and persons to safeguard the personal and professional welfare of learners, as well as the integrity of the programme of learning.</p>	
Date: January 2017	Document Reference: FIT-CP-001
Revision History	<p>09/2017 Separate Complaints from Appeals. Integrate College/Workplace procedures.</p> <p>06/2018 Inclusion of FIT office address.</p>
<p>FIT Ltd is committed to providing service of the highest quality.</p> <p>Staff will do everything possible to ensure that this level of service is provided. However if you have a grievance or disagree with something, you have the right to seek a resolution of the issue, either informally or formally by way of complaint or appeal.</p> <p>Complaints. Complaints can relate to facilities, tutors, marks awarded or some other aspect of the programme about which a learner may feel some grievance.</p> <p>Appeals. Appeals relate specifically to assessment processes. A learner may lodge an appeal relating to an assessment on the grounds of:</p> <ul style="list-style-type: none"> • the conduct of the assessment process • extenuating circumstances material to the assessment. <p>These are the only grounds for an appeal.</p> <p>There is a separate documented Appeals Procedure (Documents Reference: FIT-C&A-002 Appeals)</p> <p>Please Note: Any Complaint or Appeal should be made in the first instance to the College or Employer involved. The procedure described below should only be followed once if an issue remains after the College/Employer procedures have concluded.</p>	

1. FIT Complaints Procedure

Overview

The following procedure defines the actions to be followed by all relevant parties in the event that a learner wishes to make a complaint.

The Centre Manager is responsible for ensuring that this procedure is published, advised and available to all relevant stakeholders.

1.1 Procedure

Most complaints can be resolved by bringing them to the attention of the person you are dealing directly with. In the first instance, you should write to or arrange to speak with this person about your complaint.

If the complaint is not resolved by discussion, then it will be necessary to file a formal complaint. A formal complaint should be made as soon as possible after the event giving rise to the complaint.

The formal complaint must be made initially to the College (off-the-job complaint) or Employer (on-the-job complaint), and their procedures followed. If the issue is not satisfactorily resolved, a formal complaint may be made to the Coordinating Provider (FIT).

To lodge a formal complaint the complainant is required to document their complaint and submit this to FIT. A template is provided in Appendix A, to facilitate this. The person and address to which to send a complaint is: **FIT Registrar, 7a, Bellevue Industrial Estate, Glasnevin, Dublin 11.**

On receipt of your written complaint, FIT will

- Acknowledge your complaint in writing within 10 working days.
- May contact you directly to discuss the complaint.
- Investigate the complaint within 10 working days of acknowledging your complaint and advise you of the outcome of their investigation and proposal for resolution of your complaint.
- The decision of the Centre Manager is final unless the issue is governed by specific national legislation. In this instance a suitably qualified independent arbiter will be review the complaint and come to final decision.

Appendix A Complaint Form

Complainants must complete section A,B and D below.

A. Contact Information.

Name of Learner (Block Capitals)	
Date (of submission of complaint)	
Address for correspondence	
Email address	
Contact number	

B. Programme Information

Name of ETB/College	
Name of Programme	
Name of Employer	
Name of Module (if relevant)	
Name of Module (if relevant)	

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Date of receipt of complaint	
Name of FIT complaint administrator	
Date for written acknowledgement of complaint to complainant (within 10 working days of receipt of complaint)	
Due date for FIT response to complaint (within 10 working days of issue of acknowledgement)	

Please describe the reasons for your complaint as fully as possible. Please include copies of any associated documents that may be relevant to your complaint. The complainant should keep a copy of this form.

D. Complaint

Please describe any actions taken by you to resolve this complaint prior to lodging a formal complaint.

Description of the complaint.

Additional Documents

Please list any additional sheet(s)/documents that you are including with this complaint.

Signature of learner:		Date:	
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Office Use Only

Decision of Centre Manager	
Signature of Centre Manager	
Date:	