

IADT Complaints Policy - Student and General

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Purpose	This is the policy for dealing with student complaints and general complaints at the Institute
Commencement Date	January 2022
Date of Next Review	January 2025
Who needs to know about this document	All staff and students of IADT and members of the public
Revision History	Revision of General Complaints Policy + Procedure V2, Feb 2017 Student Complaints Policy + Procedure V4 Feb 2017
Policy Author	Office of the Registrar
Policy Owner	Office of the Registrar
Related documents	<ul style="list-style-type: none"> • IADT Procedure for Student Complaints • IADT Procedure for General Complaints • IADT Learner Charter • IADT Record Retention Schedule

Policy

1. Introduction and Context

IADT is committed to providing a high-quality service for all our registered students and stakeholders. To this end IADT periodically reviews Institute services and provisions via internal and external audit procedures, for example Institutional Review and Programmatic Review processes.

In the case of a registered student the Learner Charter is the reference point for those who believe they have a legitimate complaint for investigation. The Learner Charter clarifies what is reasonable to expect as part of the learning experience, and enables learners to review whether IADT has met its commitments as a learning provider.

In addition, the Complaints policy is also a reference point for other individuals who believe they have a legitimate complaint for investigation.

This policy does not apply to staff of IADT. Staff of the institute should use other channels available to them if they wish to make a complaint.

This Complaints Policy enables matters of complaint to be brought to the attention of the Institute, and to enable investigation of those complaints with the intention of a satisfactory resolution. IADT's aim is that most matters can be dealt with through informal processes in a spirit of conciliation.

2. Principles and Scope

- Complaints will be handled sensitively and with due consideration to confidentiality of all parties involved, subject to the requirements of natural justice
- Any person named in a complaint will be given a copy of the complaint and will have the right to reply as part of the investigation
- Information contained within the complaint will be made available only to those members of staff involved in its resolution
- It should be noted that in the interest of natural justice to all parties, anonymous complaints will not be processed
- IADT aims to resolve as many complaints as possible through the informal process
- No student bringing a complaint under this Procedure will be treated less favourably or discriminated against by any member of staff of the Institute. If evidence to the contrary is found in this regard the member of staff may be subject to disciplinary proceedings under Institute policy. The making of a malicious or vexatious complaint by a student is regarded as a serious matter and may result in disciplinary action being taken.

Some complaints may be more appropriately dealt with under alternative procedural mechanisms. IADT reserves the right to re-direct submissions to the appropriate procedure. Where any legal action is pending in relation to a complaint, the IADT Student Complaints Procedures will not be the conduit for resolution of this complaint.

3. IADT's Commitment when dealing with Complaints

- We will acknowledge all formal complaints by e-mail within five working days of receipt of the complaint.
- We will investigate all complaints and issue a response to the complainant within twenty working days or, where this is not possible, an interim reply will issue from the Senior Quality Office, explaining the position and advising when a substantive response will issue.
- All complaints will be treated promptly, fairly, impartially and in confidence.
- We will keep records of complaints in accordance with IADT's Record Retention Schedule (2015): *'Office of the Registrar' – Documents and correspondence relating to litigation or disputes which have been completed or settled will be held permanently.*
- We will ensure that any complaint lodged in good faith will not be used to disadvantage any complainant in the future.
- We will endeavour to resolve complaints as close as possible to the point of origin.