

IADT General Complaints Procedures

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Purpose	This is the procedures for dealing with general complaints at the Institute
Commencement Date	January 2022
Date of Next Review	January 2025
Who needs to know about this document	Members of the public
Revision History	Revision of General Complaints Policy + Procedure Version 2, Feb 2017
Policy Author	Office of the Registrar
Policy Owner	Office of the Registrar
Related Documents	IADT Complaints Policy – Student and General

1. Stages of Student Complaints Procedures

Informal complaints procedures

In order for the complaint to be dealt with effectively and efficiently, it should be drawn to IADTs attention as soon as possible, and normally not later than ten working days after the alleged failure in, or dissatisfaction with, services or the incident that gave rise to the complaint.

A response shall be communicated to the complainant, normally within ten working days of receipt of the complaint. Initial informal complaints should be addressed to:

Emma Fry
Senior Quality Officer
Dun Laoghaire Institute of Art, Design and Technology
Kill Avenue
Dun Laoghaire
Co Dublin A96 KH79

Email: quality@iadt.ie

We aim to resolve complaints quickly and as close to the source as possible. This could mean an apology and/or explanation if something has clearly gone wrong and immediate action to resolve the problem.

For such informal complaints, we will respond to you within ten working days or contact you to tell you why we are unable to deal with your complaint if that timeframe is not possible. If the complainant believes there is no satisfactory resolution to an informal complaint the formal complaints procedure may be used.

Formal complaints procedures

If there is no resolution following the informal stage, a formal complaint can be submitted to the Senior Quality Officer who will ensure the complaint is investigated and an Institute response will be sent to the complainant within twenty working days.

- The Senior Quality Officer will forward the complaint to the relevant Head of Faculty or Directorate and will request a formal written response within fifteen working days of receipt of the complaint. The Head of Faculty or Directorate will carry out an investigation of the complaint and will make a decision as to whether the complaint is upheld or not. If anyone is named in the complaint the Head of Faculty or Directorate will forward a copy of the complaint to this person. This formal written response is

completed by the Head of Faculty or Head of Directorate and returned within fifteen days to the Senior Quality Officer, for the attention of the Registrar.

- The Registrar will review the formal written response and will contact the Head of Faculty or Directorate if further information or clarification is required.
- The Registrar finalizes the Institute's formal response to the complainant, having taken into consideration the formal response provided by the Head of Faculty or Directorate and the complaint submitted.
- The Registrar communicates the Institute's formal complaint response to the Senior Quality Officer and the Head of Faculty and/or Directorate.
- The written response will clearly outline what action has been taken or is being proposed to resolve the complaint. In the event that a decision has been taken not to uphold the complaint, the reasons for that decision will be outlined in the response.
- The Senior Quality Officer then sends the Institute's formal complaint response to the complainant within five working days.
- A copy of the response will also be issued by the Senior Quality Officer to ***anyone named in the response***.
- Where a member of the Executive is the subject of the complaint the President will deal with the complaint.
- Where the President is the subject of the complaint the Chair of the Governing Body will deal with the complaint.

2. Outcomes of the Complaints Procedure

- The Registrar may make recommendations to the Head of Faculty or Directorate
- The Registrar may also make recommendations to the appropriate Institute committees in respect of quality assurance procedures or policies.

3. Appeal procedures

In the event that a complainant or respondent is dissatisfied with the response to a complaint, they can make an appeal in writing to the Complaints Appeals Board within ten working days of notification of the response. This appeal should be addressed to the Registrar, outlining

the reasons why the complainant/respondent is not satisfied with the response, and how, in their view, the complaint could be resolved.

If there is an appeal, any conclusions and recommendations will be communicated in writing by the Registrar to the complainant and the Head of Faculty or Directorate.

The Complaints Appeals Board will be composed one member of the IADT Executive (who will act as Chair) and two members of the Management Team, not related to the area of complaint. The President will decide on the individual members of the Board.

Grounds for an appeal

A complainant/respondent who wishes to lodge an appeal may do so on a limited number of grounds. They must clearly identify the elements for which the appeal is being made. The application must also specify the grounds on which the appeal is sought and must contain all information that they require to have taken into account in the appeal.

An appeal may be submitted on the following grounds:

1. Procedural irregularity
2. Inconsistent implementation of procedures
3. Exceptional personal circumstances not previously reported for good reason; the appeal should explain the reason(s) for previous non-disclosure

Appeals Procedure

- The Registrar will acknowledge appeals by e-mail within five working days.
- The Registrar will revert to the President to form a Complaints Appeal Board.
- The appeal will be directed to the Complaints Appeals Board who will handle the appeal. The Registrar will have no role or function on the Complaints Appeals Board.
- The Complaints Appeals Board may choose to meet with the complainant and the person(s) against whom the complaint is made and will conduct such investigations and seek further information as it deems necessary.
- The Complaints Appeals Board will take into account the following when considering an appeal; any previous attempts at resolution, the original complaint, the formal written submissions and the formal written appeal.
- The Complaints Appeals Board will provide the complainant/respondent with a decision in writing within fifteen working days of receipt of the request under the Appeal Stage.

- If the complainant is not satisfied with the outcome of the appeal, they have a right to appeal to the Office of the Ombudsman. The Ombudsman is completely independent of the Government and the service is free. Nothing in this complaint procedure affects statutory rights under Freedom of Information, Data Protection or other relevant legislation.

Office of the Ombudsman

6 Earlsfort Terrace,
Dublin 2, D02 W773

Phone: +353 1 639 5600

www.ombudsman.ie

Office of the Ombudsman online complaints form:

<https://www.ombudsman.ie/making-a-complaint/make-a-complaint/>

If a child or young person under 18, or an adult who knows a child feels they have been unfairly treated, or if such persons are not satisfied with the decision of IADT on a complaint, it is open to them to contact the Ombudsman for Children's Office. By law the Ombudsman for Children's Office can investigate complaints about any of IADT's administrative actions or procedures as well as delays or inaction by IADT in dealing with complaints. The Ombudsman for Children provides an impartial, independent and free complaints handling service. Contact details are as follows:

Ombudsman for Children

Millennium House
52-56 Great Strand St
Dublin 1, D01 F5P8

Free Phone: 1800 20 20 40

ococomplaint@oco.ie

www.oco.ie

Ombudsman for Children's Office Online complaints form:

<https://www.oco.ie/complaints/make-a-complaint>

4. Monitoring, Evaluation and Review

The Registrar's office will oversee the tracking and monitoring of complaints progressed through the Procedure and will ensure that records show the nature of the complaint, how it was dealt with, the time taken for each part and the outcome.

5. Role of the Student Union

The Student Union officers are available to advise and assist students with the complaints procedure. They can be contacted at 01 - 2394646

6. Training and Awareness

The Registrar's Office will facilitate activities to raise awareness of the Student Complaints Procedure. Support and guidance will be provided for staff in handling complaints.

IADT General Formal Complaint Form

Formal Complaints can be submitted via the Secure online Complaints form available from:

<https://iadt.formstack.com/forms/complaint>

Alternatively, please print and complete the form on the next 2 pages (additional pages may be added if required) and return to:

Emma Fry
Senior Quality Officer
Dun Laoghaire Institute of Art, Design and Technology
Kill Avenue
Dun Laoghaire
Co Dublin A96 KH79

Email: quality@iadt.ie

IADT General Formal Complaint Form
Part 1 of 2



IADT Formal Complaints Form

Section 1 Your Details

Name*

Prefix

First Name

Last Name

Postal Address

Contact Phone Number*

Email*

Are you a current IADT Student?*

Yes

No

IADT General Formal Complaint Form
Part 2 of 2

Section 2 - Details of Complaint

Details of Complaint

Outline the details of your complaint, including relevant dates

Have you used the informal procedures*

- Yes
 No

*If Yes, please provide the details of the previous efforts to resolve the matter below.
If No, please give the reason as to why not in the box below*

Details of the informal procedures*

In your opinion, how could this complaint be resolved?*

Signature

please use additional sheets if necessary

Return Form to: Emma Fry, Senior Quality Officer
Dun Laoghaire Institute of Art, Design and Technology,
Kill Avenue, Dun Laoghaire, Co Dublin A96 KH79
Email: quality@iadt.ie