

RockAcad Limited

Student Complaints Policy & Procedure

Director: David Green

Date of Last Review: August 2022.

Next Review Date: August 2023.

COMPLAINTS PROCEDURE
CONCILIATION STAGE (INFORMAL)
FIRST STAGE (FORMAL)
SECOND STAGE (FORMAL)

STUDENT COMPLAINTS POLICY AND PROCEDURE

COMPLAINTS PROCEDURE

If you have a suggestion or a complaint about any aspect of a course or the school generally, please raise it with the person concerned in the first instance. If you are not satisfied with the outcome you should progress the matter through a conciliation stage, and formal first stage and second stage procedures.

CONCILIATION STAGE (INFORMAL)

Wherever possible, RockAcad Limited seeks to resolve complaints through a process of conciliation, with complaints procedures operating, in the first instance, at the level at which the matter arose. In most instances this will be with a student's teacher. If the student is not satisfied with the outcome at this point, or not comfortable with raising it in this way, then they can arrange to speak with the company director to discuss the complaint at an informal level. The company director should be contacted within 20 working days of the original incident or complaint. A meeting will then be arranged within the next 10 working days. A written email response will be sent to the student within 10 working days of the meeting, or the student declining the invitation to a meeting.

FIRST STAGE (FORMAL)

If an informal solution cannot be found, then the student can raise a first stage formal complaint to the company director. This should be submitted in writing via email. A formal complaint must be raised within twenty working days of an attempt to resolve the matter informally.

RockAcad usually expects complaints to be made by the person concerned or the student's parent or advocate.

Anonymous complaints can not be investigated.

A written complaint should:

- Detail any specific concern about the provision of a programme of study or the service provided.
- Indicate the outcome sought (however, complainants should note that the outcome may be different from the one sought).
- Be accompanied by appropriate evidence, where possible.

The student will be invited to meet with the company director for a second time. Appropriate evidence will be sought from within the department to investigate the complaint. A written response will be sent to the student within 10 working days of the meeting, or the student declining the invitation to a meeting.

The company director is to provide a summary of the complaint, the findings of the investigation and, where appropriate, an action plan to prevent a reoccurrence of the complaint. If the student is not satisfied with the outcome of the formal investigation, the company director will include in the written response that the student can request a second stage formal investigation. The relevant contact details will be provided in the letter.

All comments/complaints submitted in writing will be forwarded to the Director who will acknowledge receipt within one working week.

SECOND STAGE (FORMAL)

The Director will respond in writing within one working week, explaining what has happened as a result of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that our employees are afforded appropriate dignity at work.

If the complaint requires further investigation that cannot be carried out

within the one week period, the Director shall keep the complainant informed and specify a date when a response can be given.

The Director's decision is final.

The total comments/complaints procedure should be finalised in no more than 12 working weeks unless there are exceptional circumstances in which case the complainant will be kept informed of progress.

The RockAcad Limited office maintains a confidential record of complaints dealt with to feed into the school's quality improvement processes. The school office will maintain a record of all complaints, appeals and outcomes for analysis by the Director.