



Enterkey Complaints Policy

Purpose & Scope

This policy outlines Enterkey position in relation to handling learner complaints. The policy applies to all learners.

Statement

It is ENTERKEY policy to encourage learners with complaints relating to their learning to use the procedure below to seek satisfactory solutions. ENTERKEY will work to resolve complaints as quickly as possible to the satisfaction of the individual(s) concerned. Where this is not possible, every effort will be made to explain the reasons for the decision.

If learners are not satisfied with the outcome, they have the right to pursue their complaint to the next stage. It is hoped that most complaints will be resolved during the informal discussion. Learners who have raised complaints will be treated fairly at all times before, during and after the hearing(s).

Procedure

Informal stage

If you have a complaint about your learning you should discuss it informally with your tutor.

Stage 1

If you feel that the matter has not been resolved satisfactorily through informal discussions, you must put your complaint in writing to the Head of Quality. You will receive a written reply within seven working days and a reply following an investigation within 21 working days. During investigations a meeting with you may be necessary and will be arranged. You may choose to be accompanied by a fellow student if necessary. If you wish to be accompanied by another party, you will need to obtain prior approval from the Head of Quality

Stage 2

If you are not satisfied with the ENTERKEY's response, you have the right to appeal. In your appeal, you will need to state the grounds of your appeal. If there are sufficient grounds for an appeal, a further meeting will be arranged with the next level of management (Director of Operations) You will have the right to be accompanied as above.

This will be discussed with the tutor concerned and the individual learner and his/her representative. A full account of the complaint will be prepared including the outcome of the case, a copy being given to the learner.

Stage 3

In the unlikely event that the complaint has not been resolved satisfactorily by Stage 2 the learner has the right to outline details of the complaint to the CEO

Investigations

ENTERKEY is committed to ensuring that all complaints are investigated fully. This may involve carrying out interviews with the learner concerned and third parties such as witnesses, colleagues and managers, as well as analysing written records and information.

Notes

1. You may raise a complaint directly with the Head of Quality if it:
 - a. concerns any tutor you have had contact with
 - b. is of too personal or sensitive a nature to raise with your Tutor.
2. Complaints concerning discrimination, bullying or harassment by your Tutor or another learner may be raised directly with the Head of Quality . This may be done informally or formally, i.e. at Stage 2 of the procedure.
3. If your complaint concerns an alleged wrongdoing or criminal offence by someone within the consortia, you should raise it immediately with a Director, i.e. at Stage 3 of the procedure. See the Public Interest Disclosure Act 1998 (known as the Whistle-blowers' Act) for details of the additional protection available for protected disclosures.
4. Learners are encouraged to raise complaints and will not suffer any detriment from doing so. If your complaint is found to be malicious or to have been made in bad faith, however, you may have to discontinue your learning and may be banned from the future programmes with Enterkey
5. A second representative from another function may be invited to attend formal meetings to act as a witness and note-taker.
6. The timescales listed above will be adhered to wherever possible. Where there are good reasons, e.g. the need for further investigation or the lack of availability of witnesses or companions, each party can request that the other agrees to an extension of the permitted timescale.
7. ENTERKEY reserves the right to seek assistance from external facilitators at any stage in the Complaints procedure.

Related Policies

Please refer to Information Advice and Guidance, Anti-harassment and Bullying and Equal and Diversity Policies.

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Date Reviewed:	July 2019
Date Approved:	September 2019
Next Review Date:	September 2020