

2.2.2 Learner Complaints

Procedure code and title:	2.2.2 Learner Complaints
Policy area:	2.2 Support for Learners
Version Number:	1
Reviewed by:	Quality Assurance Sub-Group
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Review Date:	

Purpose

The purpose of this procedure is to detail how KWETB ensures fairness if a learner has a formal or informal complaint in relation to all aspects of delivery of programmes across FET Provision or FET Provision-Second Providers.

Scope

This procedure applies to all FET Provision and FET Provision-Second Providers. There is an integrated single policy, with integrated procedures for FET Provision and FET Provision-Second Providers.

Preamble

The Learner complaints procedure is intended to deal with any complaint a learner has in relation to any aspect of programme delivery across FET Provision or FET Provision Second-Providers, including, for example facilities, course provision or associated processes. This Complaints Procedure is for the use of KWETB learners or prospective learners. For Staff Complaints and/grievances, see relevant HR policies. All complaints will be handled in line with the ETB governing complaints policy.



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Procedure – 2.2.2 Learner Complaints

Informal Stage	
1	The Programme Co-ordinator should encourage the learner to communicate with the Learning Practitioner in relation to any issues on assessment, facilities, course provision or associated processes.
2	If the issue is not resolved, the learner should communicate with the Programme Co-ordinator in relation to the complaint.
3	The Programme Co-ordinator should meet with the Complainant informally to discuss the issue and seek a solution.
4	If the complaint is about the Programme Co-ordinator, it should be escalated to the Line Manager.
Formal Stage	
1	<p>The Programme Co-ordinator should advise the Complainant that if the informal stage was not successful, any issues that could not be resolved at the informal stage will now proceed to the formal stage.</p> <p>The Programme Co-ordinator should advise the Complainant that this involves a written submission of the issue making a formal complaint.</p>
2	<p>The Complainant should complete the Learner Complaints Form detailing the nature and effect of the issue and providing:</p> <ul style="list-style-type: none"> • Contact details • Nature of the complaint • What action has already been taken by the Complainant to resolve the complaint • Statement of what the Complainant believes an appropriate outcome of the complaint.
3	The Complainant should forward the Learner Complaints Form to the Programme Co-ordinator.
4	<p>The Programme Co-ordinator should respond to the Complainant within five working days setting out the steps to be taken following receipt of the Learner Complaints Form.</p> <p>The Programme Co-ordinator should inform the Complainant of the expected timeline for the investigation (no more than 14 working days).</p>
5	The Programme Co-ordinator should carry out a thorough investigation of the matter in-line with stated procedure.

6	The Programme Co-ordinator should respond in writing to the Complainant within 14 working days detailing the outcome of the investigation.
7	If the Complainant is dissatisfied with the outcome, they can appeal the process, in writing to the relevant Line Manager, who will escalate the matter if required.

Link to other Policies/Procedures

2.1.1	Student Induction
2.1.3	Information to Learners

Resources

Resources	<ul style="list-style-type: none"> • Learner Complaints Form • Learner Complaints Form Plain English Version TBC
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