

Five Arches for Consulting and Training

Student Complaint Procedures

Purpose

The purpose of this document is to:

- Present Enrollment Services Policy for addressing student complaints.
- Explain our procedures for addressing how we review and resolve student complaints in a timely manner.
- Explain our mechanism for tracking and aggregating student complaint information.
- Explain how we study the pattern of student complaints to determine whether improvements in our programs or processes might be appropriate.

Policy

Enrollment Services will address and systematically process student complaints that it receives in a timely manner.

Procedures

If a student has a complaint, the recommended general strategy is for that student to first contact the Enrollment Services Unit with the issue at hand, unless there are good reasons for not doing so, such as a desire to maintain anonymity with the Department.

In such a case, the student may file a complaint either through emailing the General Director of Five Arches for Consulting and Training at info@five-arches.com or contacting him directly by calling 00 962 79 6958453.

Student Anonymity (confidentiality)

If, for any reason, a student does not personally or directly contact a staff member to discuss a complaint, they may contact the enrollment officer or the next highest level of authority, which would commonly be the Enrollment Manager. The student can request an appointment to meet with the General Director and/or send a signed written description of the issue or problem and request that their identity be kept confidential.

Student-Steps to Submitting a Formal Written Signed Complaint

Step1: first try to resolve your complaint informally by talking with the enrollment officer who signed you to the course. The enrollment officer may

request that you provide additional documentation if necessary, or schedule an appointment to address your concern.

Step 2: TO SUBMIT A FORMAL written signed complaints please do so with the manager of enrollment services.

The written signed complaint must include the following information:

- The actual complaint (be as specific as possible)
- The specific outcome you are seeking.

Step 3: the manager of Enrollment Services or designee will address the complainant with the individual in a timely basis and to the best of his /her ability appropriate actions and steps will be taken; if necessary, to resolve the issue for the good of the department it the goal of service improvement.

Step 4: if the problem remains unresolved, the manager or staff member may refer the student to the General Director or his /her designee

Step 5: If the student remains dissatisfied, he/she may escalate their complaint to NEBOSH by sending an e-mail to: info@nebosh.org.uk

Process for Summarizing the Number, Type and Resolution of Student Complaints

- The Enrollment Manager uses an Excel spreadsheet to record the number, type and resolution of student complaints they receive.
- Twice per year, all complaints are sent to the Executive Secretary to the General Director who aggregates the data into a master document.
- This data is than studied to see if patterns emerge which reveal a need for improvements in our programs, activities or services.

Note:

- ❖ All the complaint should resolved in 72 hours as maximum.