



ACADEMY
Online Learning Ltd

Complaints Policy

Version 1.3

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Next Review Date: April 2024

Academy Online Learning Ltd

April 2023

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1.0 Introduction

AOLL is committed to providing a high quality service in all areas of provision. These procedures explain how to make a complaint and how the complaint will be investigated, reviewed and resolved.

AOLL aim to ensure an efficient and thorough investigation into complaints brought to our attention. This policy is supported by AOLL's Equality and Diversity and all relating policies when dealing with complaints.

1.1 Definitions

Complaint: any aspect of unsatisfactory provision.

Appeal: this is a process by which any service user of AOLL can challenge the quality of provision.

Service User: Learners/potential learner/representatives, suppliers, members of the public, employees and providers of AOLL.

Respondent: the company or the individual/group that the complaint is against.

1.2 Scope

- Complaints can relate to any aspect of provision and includes teaching, support services, advice and guidance, online systems and behaviour of a service user.
- Any action taken as a result of complaints should aim to improve the quality of AOLL's provision without prejudice against any individual or group.
- Raising a complaint will not affect the rights of any individual or group as outlined in the Equality and Diversity Policy.

2.0 Persons Affected

This policy should be referred to by any service user of AOLL to tell us if something goes wrong.

3.0 Procedures

3.1 Stage One

In the event of a complaint, each stage will be documented and recorded for internal review purposes. AOLL feels that it is always a good idea to try and resolve any issue informally prior to a formal complaint being raised.

Complaints may be resolved informally by a learner arranging to speak with their personal tutor (or staff involved). In relation to complaints from all other users, these should be raised with relevant staff/management. Concerns should be raised as soon as possible following the incident.

3.2 Stage Two

If the complaint has not been resolved satisfactorily at Stage One, the complainant can raise their concern with the Quality Manager or Director of Student Services if they feel uncomfortable approaching their tutor and they will help to organise a meeting with the tutor to discuss the situation. If an agreed outcome is not reached following Stage One and/or Stage Two, the learner can formally complain by implementing Stage Three.

3.3 Stage Three

The complainant can complete the Complaints Form 2a (available on the VLE - General Information and Resources) and send this to the Quality Manager who will put it to the Quality Review Team. If support is required in completing any of the forms, AOLL administration staff can assist and advise.

The complaints form should be emailed to:

amy.green@academyonlinelearning.com

AND

enquireies@academyonlinelearning.com

On receipt of the written formal complaint form the following will take place:

- The Quality Review Team will review the complaint and any supporting evidence and they will jointly investigate the issues and attempt to facilitate a decision and hold a hearing if requested by the complainant.
- A formal stage three hearing should be held within 5 working days of receiving the outcome of stage two. A face-to-face hearing can be held via AOLL's videoconferencing suite if this is requested by the learner. The complainant and respondent can present a witness if appropriate and written details or evidence relating to the complaint. He or she can nominate a representative to act on their behalf.
- Following the hearing, the decision will be emailed to the complainant by the Quality Manager within 10 working days of receipt of the Complaints Form. The decision will be final and the Quality Manager will record the outcome on the Incident Log.