



JAFFERY INSTITUTE OF PROFESSIONAL STUDIES

Complaints Policy

Introduction

Jaffery Institute of Professional Studies strives to provide the best quality of learning and services that meet or exceed learner's expectations. We promote a culture that is responsive to feedback whether complimentary or critical.

Occasionally where our services lead to a dissatisfaction we seek to address and resolve all complaints within the shortest time possible and in a manner that is supported by clear and accessible procedures that ensure fairness.

AIM

The aim of the policy is to ensure that compliments, comments, feedback and complaints procedure plays an important part in enabling the institution to gain awareness of positive aspects of our services and areas that require further development.

This policy is in place to: –

- Help Administration understand the compliments, comments, feedback and complaints from the students.
- Enable the students to compliment, comment, give feedback and complain.
- Address all complaints effectively
- Allow speedy handling with established time limits for action.
- Ensure a full and fair investigation (where required).
- Analyse complaints to assist in improving our service.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation.

Issues related to academic transcripts, transfer credits:

Student concerns regarding examination/results may be directed to the examiner directly using the complaints form available on the examiners portals.

This policy provides two avenues for pursuing a complaint: an Informal Resolution Procedure and a Formal Resolution Procedure. Students may utilize either or both procedures.

1. Informal Resolution Procedure

Students are requested to talk directly about their dissatisfaction with the individual(s) involved, to see if an informal resolution is possible.

The staff with whom the concern has been raised is expected to handle the matter in a professional way and take prompt action to enable resolve it informally with an open dialogue and mutual understanding.

Only if these measures fail should the issue be raised as a complaint.

2. Formal Resolution Procedure

In order to ensure that complaints are processed efficiently and effectively, Jaffery Institute of Professional Studies deals with formal complaints in three stages:

Stage 1

If you do not feel that your concern has been dealt with as you would like or are unhappy with the outcome of your informal meeting, you can make a formal complaint in writing to the Administrator.

The Administrator may call you in for a meeting to discuss the issue outcome, possible solutions, or to explain what has or will happen as a result of your complaint. The Administrator will keep a record of all interactions with you and other staff, meetings and decisions made in reference to your complaint.

Stage 2

If a complaint has not been resolved to the complainant's satisfaction at Stage 1, or it cannot be resolved informally; then a Stage 2 complaint should be made. A letter of complaint, in addition to any supporting documentation must be submitted by the Complainant to the Director within 10 working days or via email.

The letter should include the following:

- the specific concern about the delivery of the service provided
- the informal approaches used and why they were not successful
- Indicate the outcome sought

A full written response will be provided to the complainant within 21 working days of the initial receipt of the complaint. Should circumstances require additional time to investigate, the Director will advise the learner and will agree a revised timeframe.

In response to allegations of staff conduct, if an investigation determines that any disciplinary or remedial action is required, this will be conducted in consultation with Jaffery Institute of Professional Studies Board.

Stage 3

If any of the parties involved in the complaint do not feel it is adequately resolved in stage 2, they may submit a written appeal to Jaffery Institute of Professional Studies Board. The written appeal must specify the conditions that he/she believes were not adequately or appropriately taken into consideration in stage 2.

The Board must consider the complaint in accordance with the principles of fair play and must ensure that all the parties to the complaint are accorded full benefit of those principles

The process may include meetings with relevant staff and/or complainant. Where meetings are held the parties may be accompanied by a peer support person.

The appeals panel may:

- dismiss all or part of the complaint
- uphold all or part of the complaint
- decide on the appropriate action to be taken to resolve the complaint
- evaluate all the evidence available and recommend changes to the institution's systems or procedures as a preventative step against similar problems arising in the future.

The Board's decision is final.

5. Records, review and monitoring of complaints

Jaffery Institute of Professional Studies will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls. These details will be treated as confidential and will be viewed only by those involved in investigating the complaint.

Jaffery Institute of Professional Studies will review and evaluate all complaints so that similar problems are avoided in the future or to see if they could have been managed any more effectively. All records of any complaints will be kept confidential but may be inspected where appropriate.

6. Complaint Escalation

1. Association of Chartered Certified Accountants (ACCA)
 - if you are not satisfied with the Institutions decision, you can make a complaint directly to ACCA at complaints@accaglobal.com
 - If you have exhausted both Jaffery Institute of Professional Studies complaint's process and ACCA's, you can escalate to the appropriate regulator. Details of which can be found on the ACCA website at the following link:
<https://www.accaglobal.com/gb/en/footer/footer/contact-us/connect/unhappy.html>
2. Advancing Business Education (ABE)

if you are not satisfied with the Institutions decision, you can make a complaint directly to ABE at complaints@abeuk.com