



ICHAS

Section 8 - Student Supports

Subject:	Policy on Complaints		
Applicable QQI Core Standard	Supports for Learners		
Date Approved by Board of Directors:			July 2019
Policy Version	1/2019	Date due for Revision	February 2024

CONTEXT

Learners have the right to complain about the services offered by the College, both general and specific. Learners have the right to complain without fear of reprisal from any Institutional source. Where the complaint relates to an individual within the College Community, the college will have due regard to the rights of all parties concerned and will attempt to resolve complaints in an impartial and fair manner as well as within a timely manner. Complaints about students from a third party will be assessed by the relevant Director of Studies.

POLICY STATEMENT

The College has a robust formal complaints procedure which seeks to provide a fair and easily accessible system to enable learners to raise concerns or complaints and which ensures a timely and appropriate response

SCOPE

Applies To	Staff	Students	Both	
			✓	
Responsible for Implementation	Registrar/Director of Studies/ Disciplinary Committee			
Responsible for Monitoring & Review	Vice President (Corporate Affairs)	Vice President (Academic Affairs)	Registrar	Quality Assurance & Enhancement Officer
		✓		

DEFINITIONS

A complaint in this context is “ Any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about the College’s provision of, or failure to provide, a service”.

RELEVANT GUIDELINES/ POLICIES INFORMING THIS POLICY

- Quality and Qualifications Ireland (2016) Statutory Quality Assurance Guidelines Developed by QQI for use by all Providers
- European Association for Quality Assurance in Higher Education (ENQA) et al (2015) Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).
- Quality and Qualifications Ireland (2016) Sector Specific Statutory Quality Assurance Guidelines Developed by QQI For Independent/Private Providers Coming To QQI On A Voluntary Basis
- Government of Ireland (2012) Qualifications & Quality Assurance (Education and Training Act).

Linked Policies and Procedures

Linked Policies	
Linked Procedures	Procedures associated with Complaints