



ICHAS

Section 8 - Student Supports

Subject:	Procedures associated with Complaints		
Date Approved by Board of Directors:			July 2019
Policy Version	1/2019	Date due for Revision	February 2024
Parent Policy	Policy on Complaints		

INTRODUCTION

ICHAS endeavours to deal with all complaints fairly with due regard to the rights of complainants and those complained about. The Procedures applied by the College in dealing with complaints are intended to be non-adversarial and therefore where a student does participate in a meeting, students can not engage legal representation during these meetings. A student may be accompanied by a peer, a friend or a family member in a supportive capacity. Where the support person in attendance is a member of the legal profession, they cannot act in that capacity and their role is one of support, not representation. If a member of the legal profession accompanies either party, prior notice must be given to the other party so that reciprocal representation can be arranged.

RESPONSIBILITIES

ROLE/ PERSON	RESPONSIBILITY
Learner	Submits a complaint on the Complaint Form to the Registrar
Registrar	On receipt of the complaint on the form Complaint Form, arrangement dates and times for the claim to be heard along with another staff member and make a decision on the complaint and communicated it effectively
Appeals Committee	Will hear the appeal and make a decision

PROCEDURES

The following procedures relate to dealing with Complaints informally and Formal Procedures

Informal Complaints Procedure

ICHAS endeavours to deal with all complaints on an informal basis until such time as the complainant feels it necessary to engage with the formal complaint's procedure.

Informal mechanisms can include:

- Discussions with Programme Directors, Programme Coordinators or members of the Academic Team on the guidance of the Registrar, or any other intervention deemed fit to resolve the issue and agreed with the complainant.
- The Registrar is available to inform on the procedures and implications of upgrading an informal complaint to a formal complaint.
- The complainant is entitled to have a witness present even in an informal complaint's procedure.

Formal Complaints Procedure

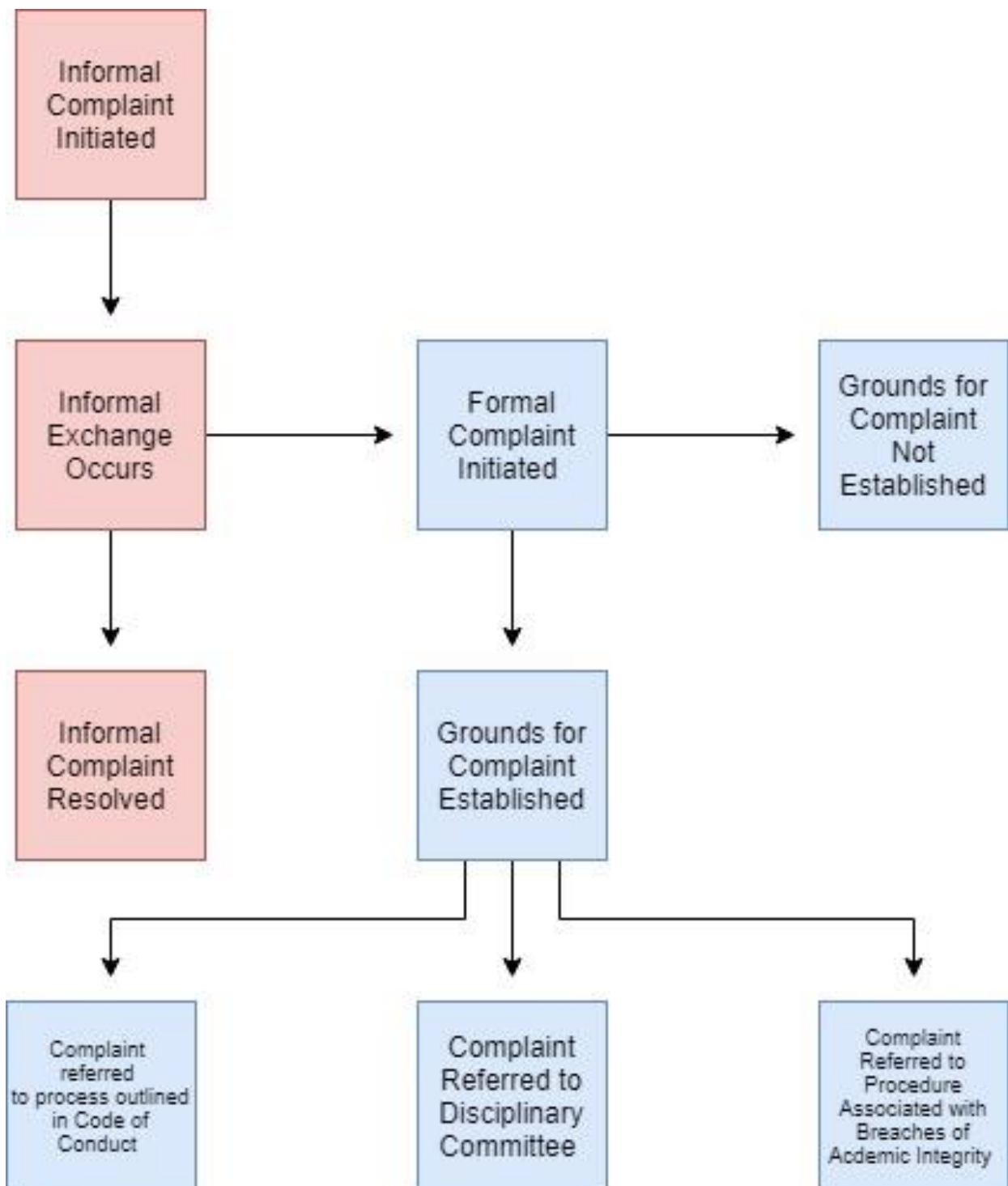
- Formal complaints should be submitted to the Registrar on the Complaint Form, (available on the LMS) within 5 working days of the issue arising.
- Once a formal complaint has been made using the Complaint Form, the complainant is informed in writing by email that the complaint has been received.
- They are informed of the procedures and steps that have to be followed, if this has not previously occurred. The complainant is notified of the time and date for the complaint to be heard. This takes place within 7 days of the complaint being received.
- At all levels of the complaint's procedure, whether formal or informal, the complainant may have a representative (see above) with them during the procedures.
- Where a complaint is made against an officer of the College, an external party may be appointed to process the complaints procedures and report directly to the Registrar.
- Outside of these circumstances, the Registrar and a second staff member meets with the complainant to hear the complaint.
- Following proper investigation of the complaint, the Registrar issues their findings in writing to the complainant outlining the appropriate course of action. The appropriate action may be, in this case:
 - There is insufficient evidence to support the complaint. No further action is required.
 - There is sufficient evidence to support the complaint.
 - In circumstances where the complaint falls under breaches of the Policy on

the Code of Conduct or the Policy on Academic Integrity, the appropriate policy and procedures will be applied.

- In other cases, the complaint will be referred to the Disciplinary Committee, which will adjudicate based on the Terms of Reference for Disciplinary Committee in Section 2.
- On receipt of the written findings of the complaint at the end of the Process, the complainant may, if dissatisfied with the findings or procedures, appeal the matter(s). The Policy on Appeals and the associated procedures will apply in this circumstance.

GRAPHICAL PRESENTATION OF PROCEDURE

The following Chart outlines the complaints procedures



Linked Policies and Procedures

Linked Policies	Policy on Complaints Policy on Appeals Policy on Academic Integrity Policy on Code of Conduct Policy on Fitness to Practice
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**Linked
Procedures**

Procedures associated with Appeals
Procedures associated with Breaches with Academic Integrity
Terms of Reference for the Disciplinary Committee
Procedures associated with Breaches of the Code of Conduct
Procedures associated with Fitness to Practice

