

COMPLAINTS POLICY

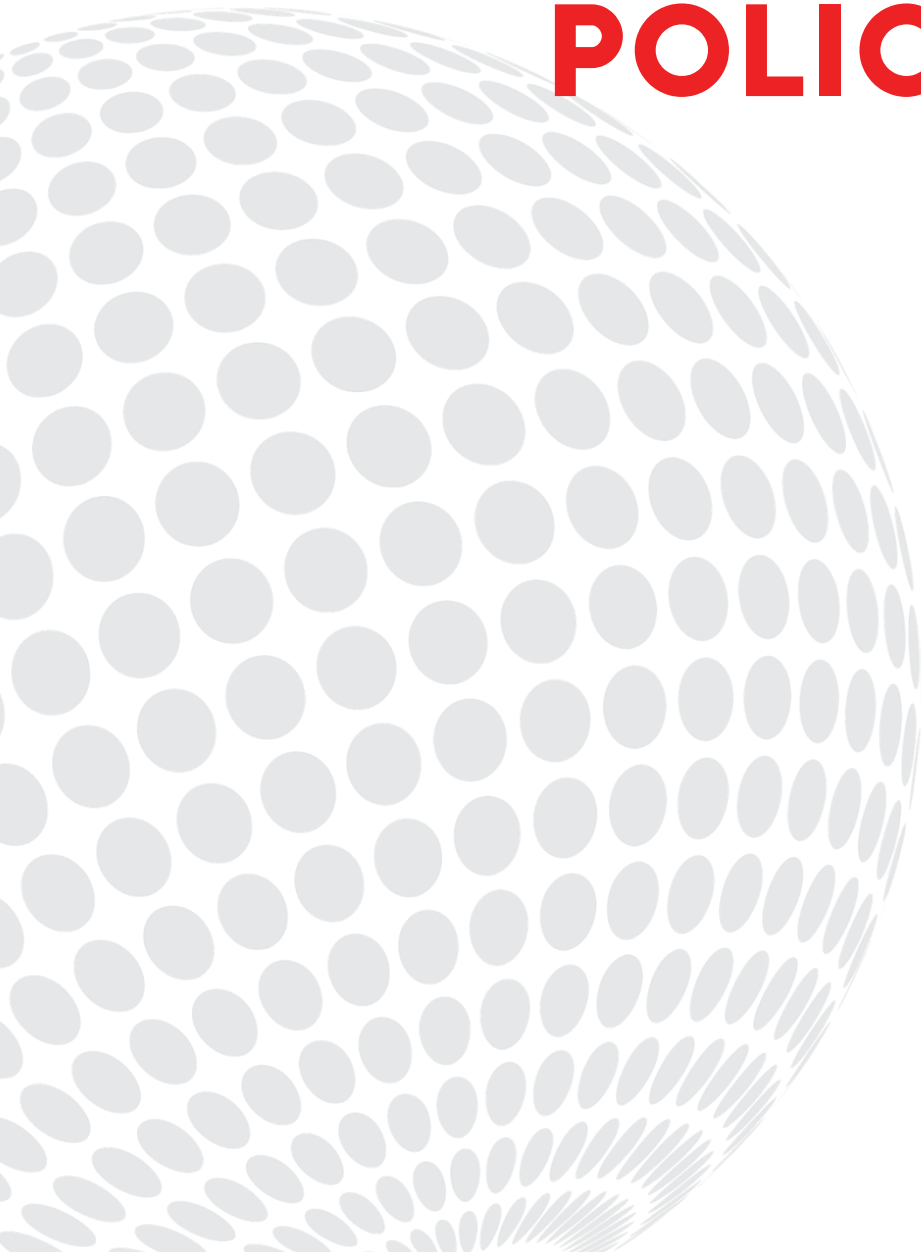


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I. INTRODUCTION

EDUK Qualifications Limited pledges to provide trustworthy and recognized cost-effective UK Qualifications registered with UK Register of Learning Providers (UKRPL). All our courses are developed with the assistance of highly qualified academics and industry experts. We will provide advice and assistance to learners to ensure their continuous professional development. We will ensure all administrative specifications are maintained.

All academic policies will be reviewed annually in the event of administrative changes to maintain quality standards.

- ✓ EDUK Qualifications Limited will hereby referred to as EDUK

II. PURVIEW OF THE POLICY

The policy is for all EDUK External and Internal staff and learners who are pursuing or overseeing EDUK courses who wish to make complaints and appeals. All Partner Centres are expected to have their own complaint procedures, however if the learner feels that their centre response was poor, they may submit the complaint to EDUK Qualifications Head Office. The initial chain of complaint evidence and solution must be sent to the Head Office.

III. PROCEDURE

EDUK Qualification endeavours to solve all complaints in a fair and just manner. All complaints and solutions will be communicated to the individuals concerned via the following email info@eduk.org.uk.

When a complaint is received, EDUK will inform the complainant of the next steps. We will investigate the complaint and give the complainant a solution within 2 weeks. If we require further time, we inform the complainant of this. In the event we deem the solution taken by the Partner centre is valid we will uphold the decision and inform the complainant.

If, however we choose to deem the complaint valid we will inform the complainant and the partner centre of our choice. If the complaint is made regarding our courses, the delivery, the teaching staff we will revise and amend accordingly. We may choose to offer training and support to staff in the event a complaint is in relation to this.

A complaint against the manner of how our staff conduct themselves will result in a disciplinary hearing and we will monitor the staff for improvement and if no change is evident the staff may face dismissal from their post.

IV. PROCESS OF APPEAL

We recommend Partner Centres to make the process of appeal known to the learners and staff. The process of appeal may be as follows:

- The learner has the ability to know to whom their appeal may be submitted.
- Inform the learner on the appropriate means of communication by which an appeal can be made.
- Have a clear deadline in mind for the appeal to be applied for.

In the case the appeal is made against the decision of EDUK head office decision we will review our policies and processes and amend accordingly.

V. POLICY REVIEW DATE

January 2024

VI. CONTACT US

If you require further assistance or information on our qualifications and service please contact us:

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