

Complaints Policy and Procedures

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1.1. Purpose

In keeping with its core values, The Irish School of Reflexology & Wellness ('The ISRW') is committed to providing an excellent service to its students. From time to time we may fall short of our high standards and it is important that those affected have an effective means of bringing this to our attention with an expectation of resolution.

The complaints policy:

- defines what constitutes a relevant complaint;
- sets out the process for making a complaint to The ISRW;
- explains the steps taken to resolve complaints;
- gives the timescale for each part of the process;
- aims to ensure that complaints are handled within a reasonable timescale;

A complaint is an expression of dissatisfaction with an aspect of the service provided by The ISRW, which is deemed to have fallen below your expectations and our own standards.

Customers who wish to complain should make sure they follow the relevant policy and procedures. Issues relating to assessment decisions should be addressed using the Enquiries and Appeals Policy and Procedure.

All policies are available on The ISRW website. Complainants who are unsure of the correct policy and procedure to follow should contact our head office for advice.

Where an associated investigation identifies a rectifiable problem, The ISRW takes all reasonable steps to:

- correct, or where it cannot be corrected, mitigate its effect as far as possible;
- take steps to ensure that the issue does not recur in the future.

Complaints should be made by the student/person(s) directly affected by the matter, or a person acting on their behalf, with their written permission.

The ISRW aims to deal with complaints reasonably, to the customer's satisfaction and as quickly as possible. Complaints can normally be resolved informally. If this is not achieved, a formal complaint must be raised without delay and by no later than 21 days after the occurrence of the issue which gave rise to the complaint.

1.2. Scope of the policy

This policy is provided for the use of:

- students who are or have been registered for The ISRW;



- personnel with responsibilities for managing, delivering and assessing courses and qualifications in The ISRW;

1.3. The regulators

1.3.1. Regulatory requirements

This policy addresses the requirements of the relevant regulatory authorities' criteria.

1.3.2. Situations brought to our attention by the regulators

Where the regulators notify us about failures that have been discovered in the assessment process or other activities of another similar educational institute, we will review whether or not a similar failure could affect our own processes and arrangements.

1.4. Responsibilities

The ISRW personnel are required to follow the related procedures in order to deal with complaints as transparently, consistently and effectively as possible.

The ISRW will ensure that all personnel involved in the management, delivery, and assessment of all ISRW courses and qualifications are fully aware of the policy and conversant with the related procedures.

1.5. Confidentiality and data protection

In following this process an individual might provide us with confidential information, and during our investigation we may need to request information of a confidential nature. Complainants are assured that The ISRW complies fully with data protection legislation at all stages. We ensure that confidential information is kept securely and used only for the purposes for which it is intended.

1.6. Anonymous complaints

Anonymous complaints cannot be considered. The ISRW will note their contents and may seek to verify them if this is possible and appropriate. We may include related information in our review activities.

1.7. Review arrangements

This policy is reviewed annually as part of The ISRW's self-evaluation activity, which includes consideration of student feedback and good practice guidance. A policy review may also be triggered as an action resulting from the outcome of the investigation of a complaint.



2. Process for making a complaint

The following pages set out the process for making a complaint to The Irish School of Reflexology.

There are two stages to making a complaint, complaints will follow either 1 or 2 dependent on their complaint.

- Stage 1 – making an informal complaint to The ISRW;
- Stage 2 – making a formal complaint to The ISRW.

Formal complaints should be submitted using the form provided at the end of this document, and should include the information listed below. If any of the information below is not available a statement to that effect should be made so that the form is not returned as incomplete.

- A statement of the circumstances and facts surrounding the complaint.
- Copies of any correspondence regarding the complaint.
- Written statements from all parties concerned.
- Any material relevant to the complaint.
- Any other supporting documents relevant to the complaint.
- Outline of the reason for dissatisfaction with the outcome of the informal stage of the complaint to The ISRW.

The ISRW reserves the right not to accept or process complaints which are deemed to be frivolous, vexatious or malicious. If we consider that a complaint falls into this category, we will let the complainant know that this is our judgement, setting out the reasons and making it clear that we will no longer communicate on the matter.

Dependent on the complaint, you will either follow stage 1 for informal complaints or stage 2 for formal complaints against The ISRW. If the complaint is not resolved it can be escalated to stage 2.

Stage 1 – Informal Complaint

- The complainant raises their complaint informally by email or telephone with the member of staff responsible for the related issue or with the principal directly.
- The member of staff aims to resolve the matter to the complainant's satisfaction and communicate this to the complainant within 14 days.
- The staff member or Principal will aim to resolve the matter to the complainant's satisfaction and communicate this to the complainant within 14 days. The complainant may proceed to stage 2 if not satisfied with the outcome.



Stage 2 – Formal complaint

- If the matter has not been resolved to the complainant's satisfaction, the formal complaints policy may be triggered by completing and submitting the complaint submission form provided at the end of this document within 21 days of the date the matter arose. Additional information is not normally accepted after submission unless it was not originally available and is considered to be highly relevant to the complaint. If at any point the complainant or others involved in the complaint wish to be legally represented in relation to any aspect of the complaint, The ISRW must be informed. The ISRW reserves the right to be legally represented and to act upon legal advice.
- Upon receipt of the completed complaint documentation, The ISRW will:
 - Acknowledge receipt and log the complaint within 7 days;
 - Allocate the complaint to a member of the team who has no involvement in the related issue;
 - Investigate the complaint. We will contact you if we wish to seek further information or a meeting at this stage;
 - Provide a decision to the complainant within 14 days of receipt, outlining proposed remedial action. In complex cases the timescale may be extended by 14 days. We will let you know if this is the case.
 - If you remain dissatisfied with the decision at this stage you may ask for it to be reviewed.

Complaint Review

- The ISRW will review the complaint and report their decision to you within 14 days of referral. This decision is final and the complaints procedure has been exhausted.
- If any part of the complaint is upheld The ISRW will:
 - Consider the implications for the improvement of services and procedures and agree actions;
 - Advise the complainant, if relevant, of proposed remedial actions.
 - Remedial actions will be proportional to the matter under consideration, and may include:
 - an apology, e.g. for poor service;
 - an explanation of how the matter will be improved;
 - review of and improvements to policies and procedures;
 - staff training and development.

3. Appendix: Complaints submission form

All formal complaints must be submitted using the following complaints submission form. A copy of which is available in the policies section of our website. www.irishschoolofreflexology.com

