



EuroPolytech
— ACADEMY —

COMPLAINTS POLICY

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1. Purpose

The purpose of this policy is to provide a structured and transparent mechanism through which learners, staff, and external stakeholders can raise complaints related to any aspect of EuroPolytech Academy's services, learning environment, or interactions. The Academy is committed to addressing complaints efficiently, fairly, and constructively to continuously enhance the learner experience and operational quality.

2. Scope

This policy applies to all current and former learners, parents or guardians of learners (where applicable), staff members, and external individuals or organisations that engage with EuroPolytech Academy. It covers academic and non-academic issues including, but not limited to:

- Teaching and learning
- Assessment and grading concerns
- Conduct of staff or other learners
- Administrative or support services
- Facilities and learning environment
- Alleged discrimination, harassment, or unfair treatment

3. Policy Statement

EuroPolytech Academy values all feedback and treats complaints as an important opportunity to reflect and improve. We aim to resolve issues at the earliest possible stage, ensuring all parties are treated with dignity and respect. Complaints will be handled in a timely, consistent, and impartial manner.

4. Principles

- All complaints will be taken seriously and investigated fairly.
- Complaints will be handled confidentially, and personal information will be protected.
- The Academy encourages informal resolution where appropriate, before formal procedures are initiated.
- No complainant shall suffer discrimination, disadvantage, or victimisation as a result of raising a complaint.
- The complaints process will be accessible, easy to understand, and free of charge.

5. Informal Resolution Stage

In many cases, complaints can be resolved informally by addressing the issue directly with the person or department concerned. Learners and other stakeholders are encouraged to raise concerns as soon as they arise, preferably within five working days of the incident.

If the matter cannot be resolved informally or the complainant feels unable to address it directly, they may proceed to the formal stage.

6. Formal Complain Procedure

6.1 Submitting a Complaint

Formal complaints must be submitted in writing to the Centre Manager via email or physical letter. The written complaint should include:

- The full name and contact details of the complainant
- A clear description of the issue, including relevant dates, names, and locations
- Any evidence that supports the complaint (e.g., emails, screenshots, letters)
- A summary of any attempts made to resolve the issue informally
- The outcome being sought

Complaints must be submitted within 20 working days of the issue or the most recent related event unless exceptional circumstances apply.

6.2 Acknowledgement and Investigation

The Centre Manager (or nominee) will acknowledge receipt of the complaint within 3 working days and begin an investigation.

The investigation will include:

- A review of all submitted documentation
- Interviews with or written statements from those involved
- Consultation with relevant departments or support teams

The process will be conducted objectively and impartially. All parties will have the opportunity to present their case.

6.3 Response and Resolution

A written response will be issued to the complainant within 15 working days of the acknowledgment. This response will detail:

- The findings of the investigation
- Any actions taken or proposed
- Any recommendations or follow-up measures

If more time is required to complete the investigation, the complainant will be informed in writing with a new timeline.

7. Appeal Process

If the complainant is dissatisfied with the outcome, they may submit a written appeal within 10 working days of receiving the decision. The appeal should state the grounds for dissatisfaction and include any new evidence.

An Appeal Panel, comprising a senior academic leader and an independent staff member not previously involved, will review the case. The Panel's decision will be final and communicated in writing within 10 working days.

8. Malicious or Vexatious Complaints

While the Academy encourages all genuine concerns to be raised, complaints found to be intentionally false, malicious, or vexatious may be subject to disciplinary action in accordance with the Academy's Conduct Policy.

9. Record Keeping and Monitoring

All formal complaints and their outcomes will be recorded and stored securely for a minimum of three years. Complaints data will be reviewed periodically by the Quality Assurance team to identify recurring issues or opportunities for institutional improvement.

10. Policy Review

This policy will be reviewed annually or sooner if required by regulatory changes, internal procedural updates, or external recommendations.

11. Policy Availability

This policy will be made available on the EuroPolytech Academy website, in the student and staff handbooks, and in printed format upon request.

Approved by: Dr. Amine Belmejdoub Quotb

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