



CAMBRIDGE INTERNATIONAL COLLEGE

THE BRITISH INTERNATIONAL COLLEGE OF PROFESSIONAL MANAGEMENT

Professional Study & Training for Successful Careers

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COMPLAINTS & ASSISTANCE REQUEST POLICY and Procedures (including a Complaints & Assistance Request Form)

(An internal CIC Complaint Review and Action/Change Form is part of the Policy)

(Note, this is separate from an Appeal relating to an Examination or assessment mark or grade - see Appeals Policy documentation for that).

COMPLAINTS & ASSISTANCE REQUEST POLICY AND PROCEDURES

POLICY STATEMENT

Cambridge International College has a Complaints & Assistance Request Policy which derives from and compliments its Equal Opportunities Policy, designed to ensure that any complaint or request for assistance is acknowledged, investigated, and fairly answered - which is intended to lead to a mutually acceptable resolution for the Member.

1. Complaints & Assistance Requests

1.1 Cambridge International College's aim is to provide a fair method of investigating and resolving any complaint or assistance request, and assessing whether it is a justified or unjustified complaint, or how assistance may be provided. The result should be for the College to either advise on a course of action to resolve the matter - which may require actions by the Member (and which may include a charge, for example a re-dispatch postage fee to be paid due to non-collection of an item posted to the Member from the College), or may be entirely the responsibility of the College to solve (such as a replacement transcript if there is a typing error such as in a date, name or other mis-spelling.)

1.2 Staff are familiar with the most common (but always rare) queries which might become, or might be forwarded to the College as, a complaint or assistance request.

1.3 The key point to highlight is that every Member is expected to behave, and to have behaved, reasonably and responsibly and as required; and that the College will carry out its responsibilities fairly and efficiently. The requirements and responsibilities of both Members and the College are generally laid out in the Terms & Conditions of Enrolment, and also in certain other documents such as an "Extras Payment Form".

2. Complaints

2.1 In the rare event that a complaint is made, or if an assistance request is made, the standard first response is for College staff to investigate it, and offer a remedy. Any complaint must be made within 3 months of the incident date.

2.2 If a Member is insistent and convinced that a perceived complaint is more serious or that further assistance is required for the assistance request, or that the remedy advised is not satisfactory, then he/she should submit either a Complaints & Assistance Request Form (see attached) or a carefully and accurately laid out letter by email or post outlining his/her issue and/or reason for it. On receipt of that the Principal or Vice Principal or Registrar or other senior staff may provide additional comment and a further opinion on whether the complaint is justified or not, and/or on how assistance can be provided, and on how the matters raised (whether valid or not in the instance of a complaint) can be resolved.

2.3 The College will aim to prepare and provide a response to a Complaint received (as described in both 2.1 and 2.2 above), within two to four weeks of receipt of a Complaint, depending on the seriousness and complexity of the complaint. Should the time required to solve the Complaint look as though it will take longer than four weeks, the initial response will state such a fact and indicate an expected or hoped-for remedy date.

2.4 Any complaint or assistance request is handled on a case-by-case basis. But if the Member refuses to accept the original response, or to accept or heed the advice given, or to accept any of the solutions or options provided by the College, then the College will stand by its decision and reserves the right to refuse to enter in to any further communication on the matter.

David Lawson

Director of Studies

1st July 2023

ADVICE OF COMPLAINT / ASSISTANCE REQUEST FORM

I, as an officially enrolled and registered Member of Cambridge International College, submit this Form in respect of a complaint I have, or of an issue I wish to have resolved or to receive assistance on:

Cambridge International College, Attique House, St Brelade, Jersey JE3 8FP, Britain
Tel: +44 (0)1534 485485 Email: exams@cambridgetraining.com

The details of my complaint or request for assistance are as follows:

My name:	
My Membership Number:	
My Program of Study:	
Date on which incident causing complaint occurred <i>(Appeal must be made within 3 months of this date):</i>	
Details of and reason(s) for my complaint or assistance request:	
Date submitted (by post or email):	

I understand that regarding my complaint and/or assistance request, the College has the sole right and exclusive discretion on advising on or taking one or more courses of action to satisfy fairly my complaint or assistance request. I agree absolutely to accept the remedy advised, suggested or undertaken in respect of this complaint or assistance request, and I agree that following the outcome of my complaint or assistance request I will not enter in to any further communication on the matter unless otherwise directed to do so by the College.

Signed: _____ Date: _____

(The College will NOT proceed unless this Form has been completed and signed in full.)

This section for the use of the College only:

Date Complaint/Request received/actioned:	
Complaint/Request review conducted by:	
Complaint/Request outcome/decision:	

COMPLAINTS RESPONSE POLICY STATEMENT

COMPLAINTS

The majority of 'complaints' are minor queries - such as: "Has my Diploma been sent yet?" or "I haven't received my Diploma yet" and can usually be dealt with over the phone or by email and resolved quickly. But actual valid complaints will be taken seriously, Any complaints received are taken seriously. A complaint will be dealt with politely and professionally, and appropriate action will be taken in a timely-manner to investigate and remedy complaints, and to avoid any similar complaint occurring again. A senior member of the College will always be involved in responding to any complaint received.

If a complaint is justified, or even if it is not justified but can be remedied quickly to mutual satisfaction, appropriate action will be taken.

Any unusual, procedural or likely-to-occur-again complaint will be documented by a member of staff and discussed with the Vice Principal or Principal and/or in the next monthly staff meeting, for review and mitigation of possible future similar events. A Form as below will be completed and used:

Description of a Complaint received, needing further action or review or change: (see original Advice of Complaint / Assistance Request Form if prepared)	
Date complaint received:	
Originally handled by:	
Original conversation/communication actions:	
How matter was resolved:	
Thoughts on how to prevent repeats, or details of suggested/required changes/actions:	
Final review and closure of matter (including sign-off authorisation and date):	

In all circumstances CIC will adhere to its Equal Opportunity Policy so that under no circumstances will anybody be discriminated against.

David Lawson

Director of Studies

1st July 2023