



Complaints Policy

Presented by: **Innovate Learning Centre CIC**

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1.0 Introduction

1.1 Overview

This policy helps learners raise issues or complaints and ensures a timely and fair resolution. It aligns with the UK Quality Code for Higher Education.

1.2 Definition

A complaint is defined as a concern about the provision of a course, module, or service by Innovate Learning Centre CIC.

1.3 Accessibility

Available via the website, handbooks, and student/staff induction. Staff are reminded of responsibilities during annual review.

2.0 Scope of the Complaints Policy

2.1 Who Can Use This Policy

Applicants, current students, and those who left the centre within the last 3 months.

2.2 What's Covered

Misconduct by staff, academic delivery issues, admission disputes.

2.3 What's Not Covered

Academic appeals, disciplinary actions, or complaints against student representatives.

3.0 Guiding Principles

3.1 Values

Fair, effective, timely, and confidential handling of all complaints.

3.2 Transparency

Policy is publicly accessible, well-communicated, and applied lawfully.

3.3 Monitoring

Complaints are monitored and evaluated for quality improvements.

4.0 Complaints Process

4.1 Informal Stage

Students are encouraged to resolve issues with the tutor, welfare officer, or through feedback mechanisms.

4.2 Escalation

If unresolved, students may submit a complaint form to initiate formal proceedings.

4.3 Formal Stage

Handled by Head of Administration or Academics. Written outcomes provided within two weeks.

5.0 Complaints Panel

5.1 When Applicable

If a formal complaint cannot be resolved, a panel is convened with senior staff.

5.2 Final Stage

If the panel cannot resolve it, the complaint process is closed internally. Student may contact OIAHE.

6.0 Timelines

6.1 Informal Resolution

Should be initiated within 2 weeks of the issue. Response in 2 weeks.

6.2 Formal Complaint

Must be raised within one month. Response expected in 2 weeks.

6.3 Panel Hearing

Held within 2 weeks of escalation; resolution shared within 1 week.

7.0 Monitoring and Evaluation

7.1 Purpose

Ensures procedures are effective, transparent, and lead to quality improvements.

7.2 Responsibilities

Student Welfare Officer collates and reports termly and annually to SMT.