HI-TECH TRAINING
TRAIN FOR SUCCESS

# Complaints Form

## Complaints Policy

Hi-Tech Training recognises that issues/problems can arise even with the best designed learner-centred system, and that these problems can give rise to complaints. Hi-Tech Training considers complaints as an important part of developing better understanding, better policies and procedures and, overall, an opportunity to enhance quality assurance. Complaints are recognised as providing important learning opportunities to improve stakeholder interaction, and as a valuable means of demonstrating the professional and committed nature of the Hi-Tech Training and its staff to students. Not all complaints can be resolved to the satisfaction of all parties; resources, timescales and a host of other factors can mitigate against resolution of a particular issue. Hi-Tech Training is committed, however, to a complaints procedure that, in addition to being transparent and methodical, approaches the resolution of complaints in the collegiate and reasonable spirit that our organisation should exhibit.

## Complaints process description.

At Hi-Tech Training, our hope is that no learner will have cause for complaint, however, we acknowledge that a learner may feel the need or desire to make a complaint about some aspect of our service provision. We commit to resolving any and all complaints that we receive in a timely and efficient manner which respects the views of all parties. To that end we have a defined process for capturing and responding to complaints. This process is described in detail in the Learner Handbook that has been provided to you and on the Hi-Tech Training website.

**Your complaint will be treated as strictly confidential.**

HI-TECH TRAINING
TRAIN FOR SUCCESS

| | |
|---|---|
| **Submit To:** | Hi-Tech Training Administration (admin@hitechtraining.ie) |
| **Deadline:** | Please submit your complaint as soon as possible after the reason for your complaint has occurred. This should not exceed two weeks except in the event of a mitigating circumstance. |

| | |
|---|---|
| **Surname** | **First Name** |
| **Your e-mail address** | **Programme of Study** |
| **Date of Assessment (if known)** | **Tutor name (if known)** |

**Please tick the box below which best describes the nature of your complaint**

| √ | **Nature of Complaint** |
|---|---|
| | Administration |
| | Instruction |
| | Materials |
| | Facilities |
| | Tutor |
| | *Other, please specify* |

HI-TECH TRAINING
TRAIN FOR SUCCESS

| Please provide a detailed description of your complaint |
| --- |
| |

HI-TECH TRAINING
TRAIN FOR SUCCESS

| | |
|---|---|
| **Please provide details (i.e., filenames) of any documentary evidence you may wish to submit as part of your complaint. Any such documents should be submitted with this complaint form.** | |
| | |
| | |
| | |
| | |
| | |
| | |

Student's Signature: Date: