

Complaints

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MOL PROGRAMME COMPLAINTS POLICY and PROCEDURE

MOL makes every effort to ensure that you enjoy a positive and safe study experience throughout your chosen programme. Should you have a complaint relating to any aspect of your studies, including assessment related complaints and tutor complaints we would like to know at the earliest opportunity so we can act quickly and work with you on a resolution.

We follow the step-by-step procedure below to ensure that all complaints are dealt with promptly and effectively.

STEP 1

If you have an allocated tutor, please discuss your complaint with them. We have found that most problems or concerns can be dealt with and resolved quickly and informally in this way.

If you do not have an allocated tutor, or you feel uncomfortable or unable to discuss your complaint with them, please contact the Learner Support Team at cipdsupport@mollearn.com (CIPD qualifications only) or programmesupport@mollearn.com (all other qualifications/programmes).

We will be happy to work with you to help resolve your complaint.

STEP 2

If you are dissatisfied with the resolution proposed, the next step is to make a formal written complaint to cipdsupport@mollearn.com (CIPD qualifications only) or programmesupport@mollearn.com (all other qualifications/programmes).

We will confirm receipt of your formal complaint by email with 48 hours of receipt. We will then determine whether your complaint is of an operational or academic nature so it can be forwarded to the appropriate team member for investigation.

OPERATIONAL

Your complaint will be investigated by the Lead Coordinator for Operations, and a decision will be made. Should additional information be required we will contact you. You will be advised of the decision, to the originating email address, within 15 working days of receipt of your formal complaint. This process may take longer in certain circumstances; if this is the case, we will keep you updated by email.

ACADEMIC

Your complaint will be investigated by the Lead Coordinator for Quality and Assessment, and a decision made. Should additional information be required we will contact you. You will be advised of the decision, to the originating email address, within 15 working days of receipt of your formal complaint. This process may take longer in certain circumstances; if this is the case, we will keep you updated by email.

Should you feel unhappy with the response received following step two of the complaints process you can escalate your complaint to the next step.

Please submit your complaint to QA@mollearn.com.

STEP 3

We will confirm receipt of your formal complaint by email with 48 hours of receipt. We will then be forward to the appropriate Manager for further investigation.

OPERATIONAL

Your complaint will be investigated by the Operations Manager, and a decision will be made. Should additional information be required we will contact you. You will be advised of the decision, to the originating email address, within 15 working days of receipt of your formal complaint. This process may take longer in certain circumstances; if this is the case, we will keep you updated by email.

ACADEMIC

Your complaint will be investigated by the Quality Manager, and a decision made. Should additional information be required we will contact you. You will be advised of the decision, to the originating email address, within 15 working days of receipt of your formal complaint. This process may take longer in certain circumstances; if this is the case, we will keep you updated by email.

STEP 4 (APPEAL)

Should you remain dissatisfied with the outcome received from step 3 you can appeal to the Operations Director outlining the reasons for your dissatisfaction. Please note you must submit your appeal within 15 workings days from receipt of your response from step 3 of the process.

The Operations Director will review your complaint, will make a decision, and advise you of the outcome by email to the originating email address, within 15 working days of receipt of your appeal. This process may take longer in certain circumstances; if this is the case you will be kept updated by email.

This is the final stage of the MOL complaints process.

STEP 1

Following completion of the above stages, should you remain dissatisfied with the responses received from MOL, you have the right to make a formal complaint to the appropriate Awarding Organisation regarding any assessment related matters (not assessment judgements or tutor/content related matters) including issues such as the conduct of and environment for assessment, as well as any other academic related matters.

You need to have completed the MOL procedure before you complain to relevant Awarding Organisation.

STEP 2

The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. LTE Group is a member of this scheme. If you are unhappy with the outcome, you may be able to ask the OIA to review your complaint. You can find more information about making a complaint to the OIA, what it can and can't look at and what it can do to put things right here: <https://www.oiahe.org.uk/students>. You need to have completed the MOL procedure before you complain to the OIA.