

MOL PROGRAMME COMPLAINTS 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 MOL studies, including Health & Safety, we would like to know at the earliest opportunity so we can act quickly and work with you on a resolution.

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

STEP 1

If you have an allocated MOL tutor, first discuss your complaint with them. We have found that the majority of problems or concerns can be dealt with and resolved quickly and informally in this way. If you do not have an allocated MOL tutor, or you feel uncomfortable or unable to discuss your complaint with them, please contact the MOL Team on programmesupport@mollearn.com (CIPD qualifications only) or support@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 programmesupport@mollearn.com (CIPD qualifications only) or support@mollearn.com (all other qualifications/programmes). We will confirm receipt of your formal complaint by email. We will then determine whether your complaint is of an operational or academic nature and it will then be forwarded to the appropriate staff for processing.

OPERATIONAL

Your complaint will be investigated by the MOL Operations 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.

ACADEMIC

Your complaint will be investigated by the MOL Quality Team 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 3 (APPEAL)

Should you still be dissatisfied with the outcome you should appeal to MOL's Operations Director outlining the reasons for your dissatisfaction. The Operations Director will review your complaint, 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.

At this stage, should you still be dissatisfied, you may make a formal complaint to the Awarding Body for any academic related matters.

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 normally need to have completed the MOL procedure before you complain to the OIA.

We will send you a letter called a "Completion of Procedures Letter" when you have reached the end of our processes and there are no further steps you can take internally. If your appeal is not upheld, we will issue you with a Completion of Procedures Letter automatically. If your appeal is upheld or partly upheld you can ask for a Completion of Procedures Letter if you want one. You can find more information about Completion of Procedures Letters and when you should expect to receive one here: <https://www.oiahe.org.uk/providers/completion-of-procedures-letters>.