



MALTA INSTITUTE OF MANAGEMENT

COMPLAINTS POLICY

Complaints Policy & Procedure

MIM is committed to providing a quality service and products to all customers. The aim of this policy is to ensure a consistent and open approach to addressing complaints and in a manner which facilitates conciliation and a timely resolution.

MIM recognises there is a difference between a concern and a complaint; many concerns can be resolved via clarification or the provision of information, most being resolved at the informal stage;

- A '*Concern*' may be described as an expression of worry or doubt over an issue considered to be important for which reassurances are sought.
- A '*Complaint*' may be defined as an expression of dissatisfaction about actions taken or lack of action.

A complaint can be any formal written expression of dissatisfaction with the institute, its services, equipment or staff, made by a student, member of the public or parent / carer.

Formal complaints will be dealt with in accordance to relevant MIM procedures. These can be raised and dealt with in relation to academic or non-academic incidents.

Academic complaints may include:

- A member of staff (academic or support)
- Another student
- Appeal against internal assessment / grading
- Appeal against an external learning assessment
- Appeal against an exam-based decision

Please note where the complaint is in effect dissatisfaction with the process of assessment marking, the Enquiries and Appeals Policy should be followed. Where the complaint relates to alleged malpractice or maladministration, the learner should follow the process communicated through the Malpractice and Maladministration Policy. Where the complaint is about the promotion, delivery or quality assurance of courses, the Complaints Policy should be followed.

If it is determined that staff disciplinary or capability proceedings are required to resolve an issue, the complainant will only be informed that action is being taken and the outcome of any such action. The complainant will not be entitled to participate, and the details of the proceedings will remain confidential to MIM Council and the individuals line manager.

Non-academic complaints may include but not limited to:

- Discharge of responsibility by MIM staff
- Behaviour of students on site, in residential buildings or outside of the School environment
- Finance, the provision of commercial services or sale of goods
- Policy issues where the substance of complaint regards a policy decision made by a corporation or external organisation

The MIM Council investigate all complaints, nominating the most suitable member to investigate initially, for example;

- Head of School vets' non-academic complaints

- IQAC vets' academic complaints

Procedure:

The learner should raise his/her concern in the first instance with the person involved, the Institute's administrator or submit via the website portal, as soon as possible after the incident.

The administrator will make every reasonable effort to resolve the issue within 5 working days of being made aware of it.

If the learner wishes to make a formal complaint, a written communication should be sent via email or post. In the written communication should be included:

- name, address and telephone number of the person raising the complaint
- a clear description of the complaint
- copies of any relevant correspondence
- any other relevant information No complaints will be accepted if submitted by other learners, by family members or other third parties. All complaints will be dealt with as quickly as possible.

Possible Outcomes:

- The complaint is not upheld: This procedure is officially closed. The Institute may wish to return to a process of informal discussion regarding any outstanding issues
- The complaint is upheld: The Institute will take appropriate action, but will not discuss with the complainant any disciplinary action in which it may engage with Institute's staff or associates or sanctions it has taken.

Support is provided to students who have complaints lodged against them as well as students who seek to lodge a formal written complaint. Support is available throughout the grievance process and throughout any actions that result and if a student is at risk of being disqualified or urged to exit the program.

IQAC hold an annual review of complaints and their resolutions to inform MIM on views of service. Policy is reviewed every two years, access to online complaints system is restricted to key staff, and use of personal data is used efficiently and effectively to deliver better, accurate and needed services.