



Complaint Policy

Intent and Scope

We, at Asian College of Teachers, are committed to provide our students with the best possible learning environment and experience as possible. This policy promotes ACT's commitment to transparent and timely resolution of student complaints and endeavours to improve the student experience.

This policy is applicable to both current and former students and staff members.

Any ACT student can be a complainant and may make a complaint about any aspect of their experience with Asian College of Teachers. Under this policy the management of ACT will respond to the complaint.

Definitions

Complainant means a student who makes a formal complaint under this policy.

Complaint means an expression of dissatisfaction by one or more students about the standard of service, action or lack of action by the institution and may relate any circumstance related to the institutional operations and services, or the conduct of its staff, its students or people associated with the institution may be the subject of a complaint.

Student means an individual who is admitted to the institution to pursue a training program.

Types of Complaints

Complaints mentioned below come under this policy: -

- Issues with training and feedback
- Unfair treatment
- Poor quality delivery or standard of institutional services
- Issues arising from misleading or incorrect information provided by the institution
- Complaints made by applicants regarding admissions procedure
- Complaints against staff member and usually fall under the institution's Human Resources procedures

The Policy

1. While making a complaint to the institution, a complainant is entitled to:

- a) provide their complaint on an anonymous basis, although this might limit the response of the university
- b) have their complaint dealt with confidentially to the greatest possible extent, including in response to reasonable requests for anonymity;
- c) have personal information arising out of their complaint managed by the Privacy Policy of the institution
- d) seek the assistance of trainer if the complainant is an in-class student or course coordinator if the complainant is an online or live online student

- e) send a formal complaint via email to the course coordinator
- f) withdraw their complaint at any stage of the complaint process resulting in the discontinuation of the procedure by the institution

2. Procedures a complainant is obliged to follow during the procedure are to:

- a) conduct themselves honestly and politely in all correspondence and communications with the institution
- b) engage in the complaints resolution process in a positive manner and seek to amicably resolve the complaint
- c) make their complaint as early as possible, because the timely submission aids the institution's capacity to respond quickly
- d) refrain from making irrelevant or trivial with no reasonable points or containing false or misleading information

3. Institution's handling procedure of the complaints

While considering and investigating the complaints, the institution will:

- a) not charge any additional fee
- b) promote the complaint policy and its related procedures via the student handbook
- c) provide support to the team who will handle the complaint under this policy
- d) seek the support of the Management for any escalating matter which may

arise while handling complaints under this policy

e) ensure that the team formed will consider all parties to the complaint with care

f) consider the human rights of the complainant and of any other member of the institution who is a party to the complaint

g) keep the complainant informed of the progress of the complaint

h) provide an appropriate remedy and promptly implement it if the complaint is wholly or partly found to have merit