

COMPLAINTS HANDLING PROCEDURES OF LCMS

THE COLLEGE

The London College of management studies aims to provide a service that is of the highest calibre. Excellence is our motto and we seek to excel in all areas pertaining to the running of the College and the deliverance of a quality service to our vast clientele

Key elements of our success include working with impartiality, confidentiality, timeliness and transparency. This is especially demonstrated in the policies we have in place for various procedures such as Complaints Handling, Equal Opportunities and the Appeals Process to name a few.

At **LCMS**, we are open to receiving both compliments and complaints for the services provided. We strive to offer the best and are eager to provide an opportunity for clients to let us know when they are not pleased about any aspect of the service provided to them. It is our aim to resolve any complaints or concerns raised in a prompt and courteous manner. Formal procedures are in place to deal with various complaints at different levels.

THE COMPLAINTS PROCEDURE

The procedure simply stipulates the simple process that is followed from the time a complaint is made to the College to when it is resolved. The College recognises that it is important that confidentiality is maintained throughout the process, therefore, the only persons who have access to information about a complaint are the persons making the complaint and the persons investigating it.

A Social Welfare Officer is officially designated to receive all complaints from students, tutors/supervisors, internal moderators and all others that are users of the College's services. However, complaints may also be received by members of the teaching staff and of those of the administrative department. Different complaints will follow different routes of communication.

COMPLAINTS ABOUT THE COLLEGE

Complaints can be made against the College and the services it offers or against persons directly or indirectly connected to the College. Our preliminary reaction is always to try and resolve matters informally. This is in order to maintain open and transparent relationships that can otherwise be damaged by unnecessary conflict or tension.

In an effort to resolve matters this way, the complainant will bring their concern to the appropriate member of staff. This may be the Social Welfare Officer, a member of the Administrative team or a member of the Lecturing staff. Where the matter is not resolved informally, we welcome a formal complaint.

The Formal Complaint

STEP 1

Complaints may be submitted to the College through various channels:

- In Person
- By post letter or email
- By telephone or fax

A Students' Complaint Form is available at administration to be completed by all students wishing to make a formal complaint. Complaints made in person are to be with the submission of a completed form. Complaints made by phone are to be recorded onto the form by the member of staff taking the call. The College will also accept complaints submitted by email scan or sent into the College by post. Separate complaint forms are available for the staff and visitors of LCMS and can be found in the administration area of the College. When the complaint is received, it will be dealt with in an appropriate manner by the Social Welfare Officer. If resolved, the Officer will notify all parties concerned.

STEP 2

If no resolution is reached at step-1, the student may refer the matter to the Academic Director or his/her Course Coordinator. The Director will review the material submitted and make a decision on the matter in no later than 10 working days from the date of submission to him/her.

Should the Complainant feel that the decision reached is inappropriate, they may appeal against it by placing their appeal in writing to the Vice-Principal within 10 working days of notification of the Academic Director/Course Coordinator's decision. The letter should clearly indicate the grounds for the appeal and the action they seek. The Vice-Principal will review the investigation and respond to the complaint within 10 working days of receipt of the appeal. The College's Complaint Procedure will end here.

STEP 3

If the Complainant still feels that the complaints process has not been followed properly, then they may take their concerns in writing, to the Principal. The Principal will consider the issues raised by the Complainant and give advice as to any further action to be taken.

COMPLAINTS ABOUT ANOTHER STUDENT

Members of the College are informed during induction that they are responsible, along with everybody else, for generating an atmosphere that is free of aggravation, bigotry and hostility. The College encourages all members of the College to have mutual respect and consideration for others.

Occasionally, differences may arise between individuals or groups of individuals at the College, we always strive to dissolve any such conflicts before they turn into explosive situations. If, however, the conflict involves the endangerment of others the College Administrator as well as Local authorities must be informed immediately.

Complaints will normally take the following path:

- As soon as a complaint is received, an attempt to discuss the matter with the individuals involved will be made. Most conflicts are as a result of a misunderstanding or miscommunication –it is to be clearly established if this is the case.
- During the complaint resolution process, students should be encouraged to seek confidential guidance and support from Staff in the administration departments.
- If informal attempts to resolve the matter are not successful, the matter is to be taken to the Social Welfare Officer, Mr Anthony McKenzie.

If the complaint remains unresolved it will be reviewed by the Principal who will make a final decision on the matter and the outcome of the complaint.

COMPLAINTS ABOUT EXAMINATIONS & ASSESSMENTS

The College operates as an Examination and Assessment Centre during examination and assessment periods.

Examination Candidates, Tutors, Supervisors and Internal Moderators can complain to the Centre about matters that concern them. These may be due to the following:

- Access to assessment and assessment centre
- Process of assessment
- Access to internal verification
- The handling of an appeal
- Administrative issues
- Access to support and guidance from the College
- Insufficient time to undertake the function

POSSIBLE OUTCOMES

Investigations into a complaint may yield positive or negative outcomes. If a complaint is established as legitimate, the following are possible outcomes:

- A written apology
- An official warning
- Counselling
- Dismissal

If the complaint is deemed as invalid (not enough evidence), possible outcomes are:

- Relevant training for all staff
- Monitoring of behaviour of students and employees.

If the complaint is proved not to have happened at all or illegitimate, the following are possible outcomes:

- Counselling for the person who made the complaint;
- A written apology
- An official warning
- Dismissal

Complaints Contact Offices and Complaints Officers:

Mr Anthony McKenzie
Tel: 0208-9091117

Social Welfare Officer, LCMS
Fax: 0208-9092120

For UOL Qualifications and the AIBA Programme

Ms Karrine B. Luk-ok Choo
Tel: 0208-9091117

Executive Officer, LCMS
Fax: 0208-9092120

For City & Guilds Qualifications

Ms Gladys S Njoh
Tel: 0208-9091117

Co-ordinator for City & Guilds, LCMS
Fax: 0208-9092120