

Student Complaint Procedure

October 2019

The London Academy Hair & Makeup Malta

This policy is provided for the use of customers, being learners who are taking or have taken assessments, and personnel with responsibilities for managing, delivering, assessing and quality assuring qualifications in the Academy offering qualifications, who wish to appeal against decisions, because procedures were not applied consistently, properly or fairly.

We encourage students to attempt to resolve all grievances in the first instance through discussion with their course tutors. We always welcome feedback.

London Academy Malta is responsible for ensuring that all personnel involved in the management, delivery and assessment of qualifications are fully aware of the policy and conversant with the related procedures.

Where appropriate, the Academy's own appeals procedures must be exhausted before an appeal is raised with the awarding organisation.

Complaint and appeal procedure

1. Students should put their complaint in writing and address is to The Principal at The London Academy Hair & Make-up Malta. Receipt of the written complaint will be acknowledged within 10 working days. We will notify any members of staff concerned, and invite them and other witnesses to respond within 21 days. . The following details must be provided:

2. • a full statement of the complaint • brief details of the steps already taken to resolve the complaint • reasons for the student’s dissatisfaction with the attempts to resolve the complaint • what the student would like done • what remedy the student is seeking • a copy (not original documents) of any documentary evidence the student wishes to submit •
3. Any relevant parties will then be invited to a discussion of the issue. Present will be the Principal of London Academy Hair & Make-up Malta (assuming the Principal is not the subject of the complaint), the Administrator of The London Academy Hair & Make-up Malta.
4. Student or staff members may each be accompanied by a relative or a friend, as witness to the hearing being conducted in a fair and appropriate manner.
5. An outcome which states whether the grievance is upheld or not will be agreed by the Principal, the Manager and external person within 60 days of the first complaint.
6. If the outcome is that there has been a deficiency either in teaching standards or course content/administration, provision will be made for further tuition to remedy the alleged deficiency. The matter will be notified in the “Quality Assurance Report” of the academy and responsibilities agreed.
7. London Academy Malta will comply to VTCT “Inquiries and Appeal policy” whenever inquiries and complaints are raised to the awarding organization.
8. All complaints will be dealt with without recrimination and no student will be disadvantaged on account of raising a complaint. Students may complain individually or collectively, where appropriate. Complaints will be investigated objectively. Anonymous complaints will not be accepted.
9. For students under the age of 18 additional supports may be provided.
10. Where a complaint made by a student is believed to be frivolous, vexatious or motivated by malice, the Academy reserves the right to take disciplinary action against the student for breach of the Code of Conduct. Respect other members’ basic rights to work and live in a safe, secure environment, free from anxiety, fear, intimidation and harassment.
11. Where a student makes a complaint about the behaviour of another student or about unacceptable behaviour of Academy staff, the Academy Principal shall consult as appropriate and determine the correct student or staff procedure or policy to be followed. Where appropriate the complaint will be referred under the staff or student disciplinary procedures. Such determination shall be final.

12. If the student is dissatisfied with the outcome of informal procedure or it will regard assessment issues, then the academy will follow the procedures described in the formal complaints procedure.
VTCT “Inquiries and Appeal policy”.
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