



LAWGRACIA GLOBAL COLLEGE

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COMPLAINTS POLICY

Here's a draft Complaints Policy for your center:

Purpose

Lawgracia Global College is committed to providing a high-quality service to its students, staff, and stakeholders. This policy outlines the procedures for handling complaints in a fair, efficient, and transparent manner.

Scope

This policy applies to all students, staff, and stakeholders of Lawgracia Global College.

Principles

1. Respect: All complaints will be treated with respect and dignity.
2. Confidentiality: Complaints will be treated confidentially and in accordance with data protection regulations.
3. Fairness: Complaints will be investigated fairly and impartially.
4. Timeliness: Complaints will be addressed in a timely manner.

Complaints Procedure

1. Initial Complaint: The complainant should submit their complaint in writing to the Complaints Officer within [insert timeframe, e.g., 10 working days] of the incident or issue.
2. Acknowledgement: The Complaints Officer will acknowledge receipt of the complaint within (3 working days)
3. Investigation: The Complaints Officer will investigate the complaint and gather relevant evidence.
4. Resolution: The Complaints Officer will attempt to resolve the complaint through mediation or other means.
5. Outcome: The complainant will be informed of the outcome of the complaint in writing within (10 working days)

Complaints Officer

The Complaints Officer will be responsible for:

1. Receiving and acknowledging complaints
2. Investigating complaints
3. Resolving complaints
4. Maintaining records of complaints

Complaints Record-Keeping

All complaints will be documented and records will be kept for [insert timeframe, e.g., 3 years].

Review and Revision

This policy will be reviewed and revised as necessary.