



Acharya Mentoring Ltd
Complaints Policy & Procedure

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Complaints Policy & Procedure

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Purpose

The purpose of this policy is to provide guidance to students wishing to lodge a complaint against Acharya Mentoring.

Scope

All students and staff are covered within this policy.

Policy

Complaints occur from time to time. Acharya Mentoring is committed to ensuring a fair process is followed for all students and staff wishing to lodge a complaint against Acharya Mentoring. This policy will set out the procedure to report a concern or complaint.

Each concern or complaint will be recorded and addressed in a professional and non-confrontational manner. It is the common interest to respond to each concern or complaint. This policy will provide guidance regarding who will listen and respond to the concern or complaint, including timeframes for responses.

Responses will be provided in writing, either via email or letter dependant on preference of the complainant.

Acharya Mentoring is committed to providing the best possible service to all students. As part of the responsibilities of maintaining an excellent standard of service, recording of all concerns and complaints will be kept and monitored regularly. Each complaint will be acknowledge within 3 working days of receipt and will be responded to within 14 working days of acknowledgement. Concerns will be encouraged to be discussed before following formal procedures.

Definition

A complaint can be anything the person receiving a service is unsatisfied with within the scope of the service provided.

Complaint is defined as “a statement that something is unsatisfactory or unacceptable”.

This could include the following;

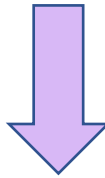
- A behaviour, act, or perceived intention by a member of Acharya Mentoring who has, or is likely to have a significant negative effect or impact upon a student’s wellbeing whilst undertaking specified duties detailed within the mentoring agreement
- A conflict of interest
- Discriminatory or unprofessional conduct demonstrated by Acharya Mentoring staff or students
- Breach of policy

Many complaints can be resolved informally. If your concern is minor and can be resolved without following formal procedure, Acharya Mentoring encourages you to engage in communication to discuss your concern before submitting a formal complaint.

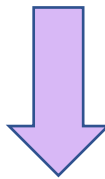
If it is felt the response received is unacceptable, formal procedures can be followed.

Procedure

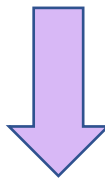
Complaint to be raised with Acharya Mentoring in writing through email or letter



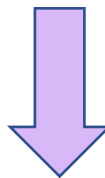
Concern or complaint inputted to log



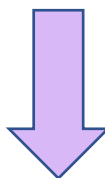
Confirmation of receipt of complaint to be provided within 3 working days in writing



Relevant person to investigate concern or complaint

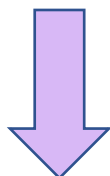


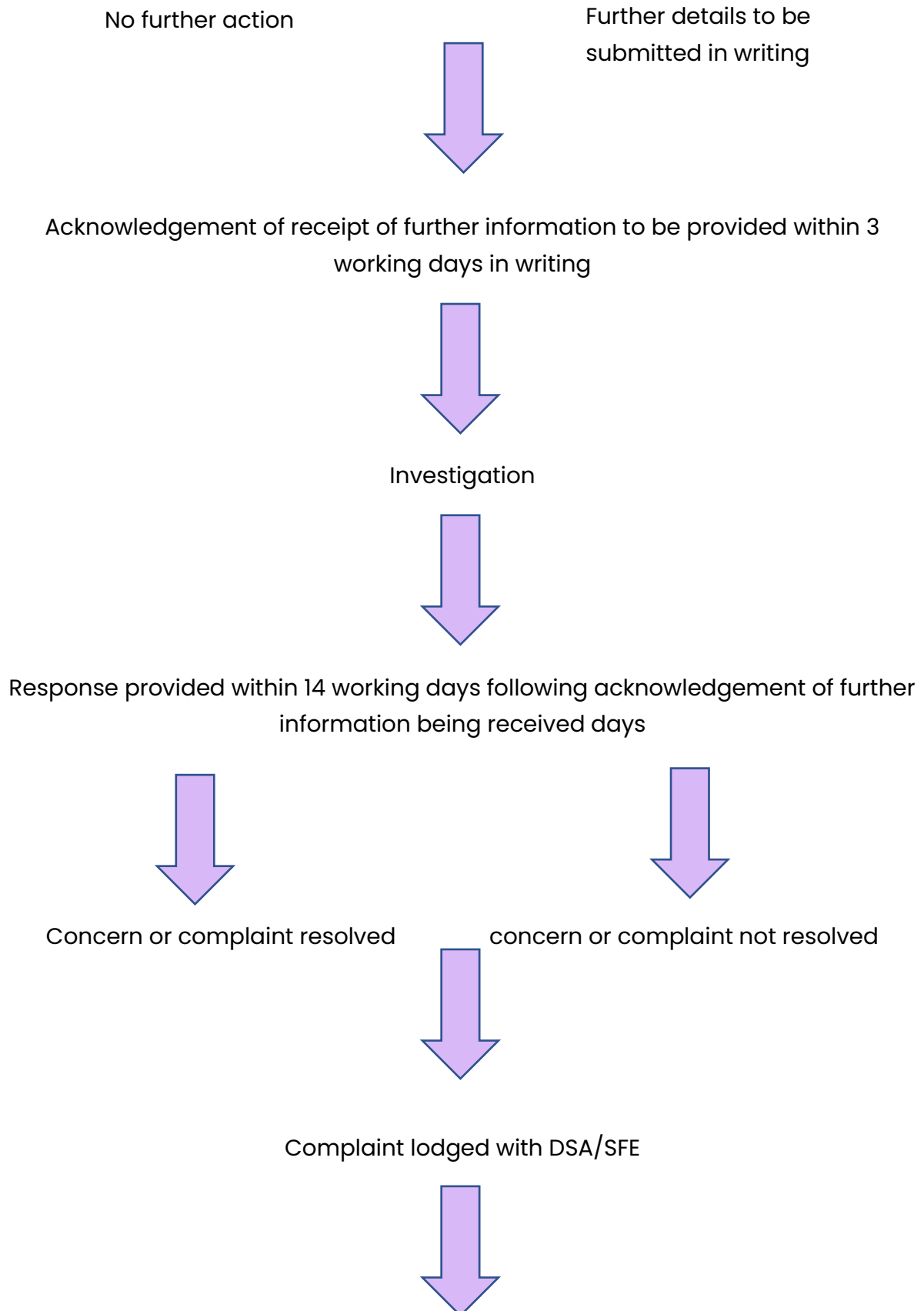
Response to be provided within 14 working days following acknowledgement in writing



Concern or complaint resolved

concern or complaint not resolved





Recorded on complaints log

It is acknowledged that at times, some complaints cannot be resolved. If this circumstance arises, students can redirect their complaint to their DSA assessor or Student Finance England.

CONTACT DETAILS

- Student finance England: customer_complaints@slc.co.uk 0300 100 0601
- DSA - **administration@dsa-qag.org.uk**

Complaints template

Name:

Date of birth:

Details of the concern/complaint:

What you think should be done to rectify the situation:

Whether you would prefer a response by phone, letter or email (including email address/phone number):