

County Roscommon Disability Support Group CLG			
TRAINING DEPARTMENT– STANDARD OPERATING PROCEDURE			
Title of Procedure:	Learner Complaints	Version No.:	002
		Owner/Resp:	TQO
Associated Policy:	Support for Learners	Adaption Date:	Jan 2021
		Review Date:	Jan 2027



Purpose

We aim to resolve learner complaints, formal or informal, promptly, and confidentially, in a fair, timely, and constructive manner. We resolve complaints informally if it's at all possible. Details of our complaints process are outlined in the Learner Handbook, Tutor Handbook and are highlighted at learner induction by the tutor.

Responsibility:

- The TQO coordinates complaints and maintains the Company's Training Department Complaints Register

Scope

- Applies to all learners.

Definitions/Acronyms

- A statement that something is unsatisfactory or unacceptable.

Supporting Documents

- [Learner Complaints Form](#)
- Complaints Register

Steps for Implementation

Informal Complaint

- The complaint may be made by phone, informal meeting, online, or in written format to the Quality and Training Officer or Training Administrator.
- The TQO will request that the complainant completes a complaints form.
- If the complainant is unable to attend, the complaints form will be posted to the complainant or requested to complete online <https://rsg.ie/complaints/>
- The TQO or Training Administrator tutor asks the learner to allow them sufficient time to investigate or resolve the issue locally. The TQO will issue an appropriate response to the complainant within 10 working days of receipt of the complaints form or contact the complainant if the Training Department is unable to deal with the complaint within the timeframe. The TQO records details of any discussion/action on the complaints register.

Formal Complaint If the complaint cannot be resolved locally or if the learner feels that they cannot make an informal complaint, they can:

- Submits details of the complaint to the TQO in writing within 5 working days, or as soon as possible after the issue arises using the **Complaints Form** (we do not accept anonymous complaints).
- The Training Department will acknowledge all formal complaints by e-mail within five working days of receipt of the complaint. Where an e-mail address is not provided, we will issue acknowledgment by general post.
- The TQO investigates the complaint which may take different forms depending on the nature of the complaint.
- Information contained within the complaint is made available only to those involved.
- We aim to complete the investigation within 20 days of receipt if possible. If the investigation takes longer the TQO contacts the complainant and explains the delay.
- When the investigation is complete the TQO notifies the complainant in writing of the outcome.
- If the complainant is not satisfied with the outcome, they can submit a request in writing to the Chair of the Academic Board for a final review within 10 working days.

- The Chair of the Academic Board appoints an external member of the Academic Board who is independent of the complaint to carry out the review.

The Chair of the AB notifies the complainant of the decision in writing. This decision is final.

- The TQO maintains a record of complaints and outcomes on the Complaints Register. This register is reviewed as part of our quality reviews and presented to the AB annually.

Reference Documents

- [Statutory Quality Assurance \(QA\) Guidelines, 7.1](#)

Revision Control Log

Version	Date	Change	Author Name
002	30/05/2022	Change all incidents of "College", "RSG" to "Training Department" and "Company"	TQO
002	10.07.2023	No Change	TQO
002	28.01.2025	No Change	TQO