



## **Student Complaints Procedure**

Kaplan strives to achieve the best possible experience for its students, but we understand that there may be times when a student is dissatisfied with some aspect of what we have delivered or wishes to raise an issue they have with a fellow student.

### **Informal Complaints**

In most instances, the issue can be resolved simply by discussing it with the person/s involved, or raising the matter with a relevant tutor, manager or member of the customer services team.

### **Formal Complaints**

If the matter is not successfully resolved via informal means, or the issue is of a serious nature, a formal complaint should be made in writing as soon as is reasonably possible. It is much more likely that the matter will be resolved satisfactorily if it is raised at an early stage.

Written complaints should state clearly the nature and origin of the issue/s, detail what steps have been taken to resolve it informally and (if applicable) explain why the outcome of the informal procedure is not considered satisfactory. Complaints should usually be submitted to an appropriate Kaplan employee so that they may then be assigned to a member of the management team for review.

The manager will contact the complainant to outline the steps they intend to take and to give an indication of the date by which they anticipate being able to conclude their investigation and issue their response.

Once a decision has been made, the complainant will receive a written outcome which sets out details of the findings and, if the complaint is upheld, indicates what action will be taken.

When a student raises a complaint in good faith, Kaplan will take reasonable steps to ensure that by invoking the complaint procedures the student is not subjected to less favorable treatment. However, if a student is found to have raised a complaint dishonestly or maliciously, the matter may be addressed through the Student Disciplinary Procedure.