



# MARINE SOCIETY COLLEGE COMPLAINTS POLICY

2017 - 2018

## **Introduction**

The Marine Society College & Sea Cadets recognises the right of all learners to make a complaint about the service that they have received. Learner satisfaction is very important to the Marine Society College. Its good reputation relies on the delivery of a first class learner-focused service, which comes with expert, impartial and confidential advice and guidance. Regular feedback is encouraged and proactively sought. Every complaint received will be taken seriously, investigated and the person or persons concerned will be kept informed about the complaints progress and about the final outcome.

## **Procedure**

### **Stage one**

Initially a complaint will be directed to the Head of Seafarer Education. They will assess the complaint and where appropriate will take necessary action to resolve any issues arising. This may involve a third party especially where the learner's initial complaint is via a partner provider.

- The Head of Seafarer Education will ensure the Director is aware of all complaints received and that action has been taken.
- Where the complaint is of a serious nature or in the absence of the Head of Seafarer Education, the complaint will pass directly to the Director for Life Long Learning (DLL) who will assess the situation and determine the most appropriate course of action. A thorough investigation will be initiated and all persons involved informed. The complainant will be kept informed throughout the process and of the final outcome.

### **Stage two**

- If the learner is not satisfied with the outcome of the investigation they can apply for a second stage. Here the complaint will be completely investigated by the Director for Life Long Learning (DLL) and a decision made about the outcome of the original investigation.
- If the learner is still unhappy with the outcome the complaint will be passed to the Chief Executive who until now will not have been involved with the previous investigations. The CEO will complete a fresh investigation and his decision will be final and binding.
- Where a complaint is upheld, action will be taken to remedy any shortcomings and, where necessary procedures re-assessed and changes implemented.

## **Contact**

Complaints should, in the first instance, be addressed to the Head of Seafarer Education, Marine Society College. They may be communicated by any means.

Address: Marine Society College, 202 Lambeth Road, London SE1 7JW

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