



## **Students Complaint Policy**

LCCI GQ is committed to ensure that there is freedom for learners to complain if there is enough reason to raise their voice. LCCI GQ understands that as far as possible teaching, learning methodology should be true and fair. However, if there is any dissatisfaction amongst the learners, due to failure of LCCI GQ in delivering the promises made in the contract with students, they are encouraged to complain for remedy. This could be regarding promised materials or about the facilitators' delivery or their techniques.

However, students are also responsible for abiding by LCCI GQ's students complaint policy while supporting the facilitators and others from LCCI GQ in delivery of the promises. At the same time facilitator are responsible for striving to support/facilitate in quality learning while keeping a good learning environment. The students can complain individually or in group(s) with specific reference to particular item that they are not happy about. However, such a complain qualifies an attention for remedy, only when the number of students are more than one-fourth of the total students in the class. While making such complaints, students must bear in mind that facilitators have their freedom to apply different teaching techniques that may at times, not palatable for students. However, such techniques should not be too harsh on students that the learning environment is jeopardized.

### **Complaint Process**

Step 1 – speak to the person concerned explaining your dislike or dissatisfaction. If you do not wish to do so, for a valid reason, then speak to the SQA Coordinator at LCCI GQ, within 5 days of the incidence.

Step 2 – If you are still not satisfied after step 1, put the complaint in writing to the Chief Operating Officer of LCCI GQ, within further 5 days from step 1. Copy this written complaint to the Site Coordinator (from the training venue/institute).

Step 3 – If you are still not happy after step 2, refer your complaint in writing to the Director – Strategic Quality Management of LCCI GQ for a final resolution, within further 5 days from step 2. Copy this written complaint to the Site Coordinator (from the training venue/institute).

The person who has been reached with a written complaint should come back to the students, in writing within 10 days of the complaints, through the SQA Coordinator of LCCI GQ and while copying the Site coordinator, with specific responses, including remedies, where deemed necessary. If in case, student



feels that he has exhausted all the possible options with LCCI GQ and if he/she is still not satisfied with the outcome, he can still complain to SQA through the SQA Programme Coordinator through email.

LCCI GQ shall document all such written complaints and the responses for period of five years , as part of its records and data management responsibility, just like any other evaluation related documents for external verification.