

Starliks Campus – Complaints Policy

Version: 1.0 | Effective Date: 01.04.2024



1. Purpose

This policy outlines the procedure for learners, staff, or stakeholders to raise concerns or complaints in a fair, transparent, and timely manner. Starliks Campus is committed to maintaining a high-quality learning environment where all concerns are treated seriously and resolved professionally.

2. Scope

This policy applies to:

- All current and former students
- Parents or guardians (for underage learners)
- Staff and guest lecturers
- External partners and awarding bodies

3. Principles

- We are committed to handling complaints with **confidentiality, fairness, and without bias**.
- Complaints will be resolved **informally** where possible and **formally** where necessary.
- No complainant will suffer discrimination or victimisation as a result of raising a concern.
- All complaints will be recorded and reviewed to help improve service quality.

4. Types of Complaints Covered

- Teaching quality or tutor conduct
 - Administrative errors or delays
 - Technical issues affecting access to online sessions
 - Miscommunication or unprofessional behavior
 - Assessment-related concerns (excluding academic appeals, which follow a separate policy)
 - Accessibility or inclusivity issues
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5. Complaints Procedure

5.1 Stage 1 – Informal Resolution

- The complainant is encouraged to raise the issue **verbally or by email** with the relevant staff member or tutor within **5 working days** of the issue occurring.
- Most concerns can be resolved quickly at this stage.

5.2 Stage 2 – Formal Complaint

If the issue is unresolved:

- Submit a formal complaint to: info@starliks.com and managingdirector@starliks.com
- The complaint must include:
 - Full name of complainant
 - Student ID (if applicable)
 - Clear description of the issue
 - Evidence or supporting documents (if any)
- The **Quality Assurance Officer** or **Authorized Representative** will acknowledge receipt within **3 working days** and aim to respond within **10 working days**.

5.3 Stage 3 – Review by Senior Management

If dissatisfied with the Stage 2 outcome:

- The case will be escalated to the **Director** for independent review.
 - A final written response will be issued within **10 working days**.
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6. Escalation to Awarding Bodies

If the complainant is still dissatisfied after all internal steps:

- They may escalate the issue to the relevant **awarding body** (e.g., ABE, EduQual, Othm, Qualifi) in accordance with their external complaints procedure.
 - Starliks Campus will cooperate fully with any external investigation.
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7. Confidentiality and Record Keeping

- All complaints are handled confidentially in accordance with our **Data Protection Policy**.
 - A complaint log is maintained securely and reviewed regularly for trends and continuous improvement.
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8. Monitoring and Review

- Complaints are monitored to identify areas for improvement.
 - This policy is reviewed annually or in response to feedback or regulatory changes.
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Approved by:

Managing Director

Starliks Campus

 Managingdirector@starliks.com



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