
Complaints Procedure – Guidelines for Students

Purpose of Procedure

This procedure should be followed if you want to complain about the delivery and quality of services received from a Kaplan International College, or about the delivery and quality of teaching, tutorial support or any other matters relating to your programme of study at a Kaplan International College.

There are two ways to raise complaints:

Informal

Many complaints can be resolved informally by expressing the complaint to your Learning Support Tutor, a member of staff who is appropriate or with whom you feel comfortable. This would be the normal first stage if you would like to raise a complaint.

Formal

Where you find the issue has not been resolved through informal discussions with a staff member you should follow the procedures outlined below to raise a formal complaint.

Process for Formal Complaint

To raise a complaint you should complete the Complaints Form with as much information as possible: <https://www.kaplanpathways.com/feedback/>

The complaint will first be considered by the Head of Student Services at your college (unless the complaint relates to that individual). If it is not resolved at that level the complaint will be considered by the College Director. A written response will be provided on the outcome of the investigation.

Timescales

To enable complaints to be investigated effectively it is essential that you raise the issue within a maximum of one month of the issue arising. We will attempt to deal with any complaints as quickly as possible although some may take longer to resolve than others. A first level of response will however be provided within 2 weeks of receipt of the Complaint Form.

Further Information

If you are unsure of any part of the process, you should contact your Learning Support Tutor, or the Head of Student Services at your college, to discuss.