



## **Prime8 Education**

### **Complaints Policy**

Prime8 Education is committed to providing a high-quality educational experience for all our students, reflected in excellent academic, administrative and pastoral support services. Our aim is for every student to be satisfied with their experience of Prime8 Education.

It is recognised that from time-to-time problems do arise and students or their parents/carers may wish to express concern or dissatisfaction with aspects of Prime8 Education, or the quality of services provided. Prime8 Education's policy is to encourage feedback regarding perceived problems so that they can be addressed, and improvements made to the student experience. Prime8 Education sees the handling and monitoring of complaints as an important aspect of our quality assurance procedures.

Many complaints can be resolved at an informal and/or local level. Prime8 Education strongly encourages resolution of this kind and a student, parent or carer wishing to make representation under this procedure will be expected to have pursued informal resolution prior to bringing a formal complaint.

Complaints can also arise as a result of mismanaged expectations, by either party.

#### **Underlying Principles**

Prime8 Education's Complaints Procedure (the 'Procedure' hereafter) has been prepared in accordance with the QAA's Code of Practice for the assurance of academic quality and standards in education.

#### **In consideration of any complaint Prime8 Education will adhere to the following principles:**

- All complaints will be treated fairly, impartially, effectively and in a timely manner
- All complaints will be treated seriously and constructively, and can be made without fear of victimisation

The Complaints Procedure will provide a clear and accessible route for complaints and will be transparent. The Complaints Policy will be available on the Prime8 Website.

Where Prime8 Education is found to have made a mistake or fallen short of reasonable expectations, an apology will be made, the mistake rectified where appropriate, and/or action taken to prevent the same mistake happening again.

Complaints will be monitored, through the use of a Complaints Log kept on the secure platform SharePoint, and analysed, with a view to addressing any common issues. Prime8 Education will record actions taken in response to a complaint.

#### **In consideration of any complaint Prime8 Education will adopt the following practices:**

The Complaints Procedure focuses on resolving complaints rather than apportioning blame. Confidentiality owed to staff and students will be protected. Details of a complaint may, however, need to be shared with relevant parties in order for a full investigation to take place, and individuals

named in a complaint will be made aware of the allegations and have the opportunity to give their version of events.

Wherever possible and agreeable to the parties concerned, complaints will be resolved at a local level and/or without recourse to the formal Complaints Procedure.

Repeated or vexatious complaints will not be considered.

All parties involved in a complaint will be kept informed of the progress of the complaint at regular and appropriate intervals during the process.

### **Scope of the Complaints Procedure**

A formal complaint considered under this Procedure can be one of two types:

(a) an academic complaint which may include any matter affecting the academic status of a student, such as her/his progression; the results of examinations; award/degree classification; inadequate supervision; or perceived maladministration of an academic programme.

(b) a non-academic complaint may include any matter which (i) falls outside the definition of an academic complaint, (ii) is not covered by another Prime8 Education procedure and (iii) affects a student's experience at or of Prime8 Education and requires a response.

Where there is uncertainty over the type of complaint and corresponding process to be followed then a final decision will be made by the Director.

This Complaints Procedure does not cover:

Bullying and Harassment (please see Anti-Bullying Policy)

Complaints which are linked to Safeguarding and/or Child Protection may be dealt with by the DSLs, MASH, LADO or LA as appropriate (please see Safeguarding Policy).

A decision to proceed with a formal complaint will be made solely on the basis of the information set out on or accompanying the complaint application form. It is therefore imperative that the complaint is written in as clear and succinct a manner as possible and focuses on the key issues of complaint, avoiding vague allegations. Requested outcomes of a complaint must be clear and realistic.

### **Academic Judgement**

One of the most common grounds for making a complaint about an academic decision is the results of examinations. Whilst the Procedure can consider whether or not Prime8 Education's academic regulations and related procedures have been followed correctly, the Procedure cannot interfere with the operation of academic judgment. Complaints will not be considered where these are made

on the grounds that the examiners' assessment of the performance of the candidate in the examination was incorrect or against academic decisions properly arrived at in accordance with approved procedures.

In this context, disparities in a student's performance between examinations (or between exam performance and a student's expectations) are not necessarily evidence of procedural irregularity or bias in the assessment process. It is not uncommon for students' attainment in examinations to be lower than they hoped for; similarly, student performance in some subject areas and assessment types will often be stronger than in others.

### **Who Can Complain?**

The Procedure can be used by the following:

A registered student of Prime8 Education on a recognised programme of study, or their parent/carer

A group of registered students of Prime8 Education on a recognised programme(s) of study - in which case the group must nominate one person to be its spokesperson, representing the group in all matters relating to the complaint. Where it is a group application a decision will be made on whether to deal with the complaint under this procedure or via the Director

A former student provided that the matter about which a complaint is being made occurred within the specified deadline for that particular complaint as set out in the relevant process below, or their parent/carer

### **Anonymous Complaints**

Complaints require full investigation to enable resolution. Where a complaint is made anonymously, it will not be possible to undertake a full investigation. For practical reasons therefore, no action can be taken in the event of a complaint made anonymously.

### **Third Parties**

Anyone wishing to make a complaint is strongly encouraged to do so personally. A complaint received from a third party will be considered only with the permission of the person to whom the complaint relates, giving the named third-party power to act on their behalf.

### **Legal Advice**

The Procedure is not a legal process. It serves primarily as the formal mechanism by which consideration can be given to whether or not Prime8 Education has applied its regulations and/or procedures correctly and/or delivered its services to students satisfactorily, and whether any decision arrived at was both reasonable and proportionate.

Under the terms of this Procedure legal representation is not permitted.

## Process

If the matter complained about is the subject of legal or internal Prime8 Education proceedings and these have not yet been completed, then any complaint received under this Procedure will be stayed, pending the outcome of the other proceeding.

All formal complaints will be considered in accordance with the Procedure in force at the time that the complaint is submitted and those wishing to submit a formal complaint are required to follow its provisions.

In most instances it is expected that the outcome of the complaint can be determined on the basis of the written material presented. Only in exceptional cases, and where on the basis of the material presented it has not been possible to reach a decision on the complaint, will the matter be referred on.

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|----------------------|-------------|-------------------------------------------------------------------------------------------------------------------------|
| Date of Completion   | 1.9.25      | Signed: <br>Debbie Crookes (Tutor)    |
| Date of Ratification | 1.9.2025    | Signed: <br>Julie Townsend (Director) |
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