



## ECRM Complaints Policy Statement.

### Introduction.

ECRM is committed to providing a high quality education service to our students and other individuals and organisations who enquire about our services.

ECRM, the management and staff work hard to maintain and improve the standard of teaching and the students overall experience from the onset and to keep errors to a minimum. However, we recognise that we may make mistakes from time to time and that students may feel that the service they have received from us may have been unsatisfactory.

If you are not satisfied with any aspect of the training/delivery/classroom you should let us know immediately and we will deal with your complaint in confidence.

We have put in place a Student Complaints Procedure which aims to ensure that complaints are dealt with in a consistent, fair and transparent manner.

### Students Complaints Procedure

- Depending on the nature of the complaint, it may be necessary for the complainant to submit written details of the complaint to the Director of ECRM.
- An acknowledgement letter confirming receipt of the complaint will be issued within three working days of its receipt.
- We will examine and assess your complaint and send a reply to you within two weeks of the receipt of your complaint. In cases where it is not possible to meet this target, an interim reply will be issued which will set out the reasons for the delay in issuing a detailed response.

### Standards for Dealing with Complaints

- Your complaint will be treated fairly and impartially and, as far as possible, in confidence.
- The act of making a complaint will have no adverse implications in relation to your future dealings with ECRM.
- Where an error has been made, an apology and explanation will be offered and every effort will be made to rectify the matter.
- Where a complaint highlights the processes or procedures of ECRM being deficient, every effort will be made to rectify the situation as quickly as possible.

Contact us.

ECRM Director Plamen Somlev



If you have any queries about the contents of the policy, please contact ECRM at [info@ecrm.ie](mailto:info@ecrm.ie) or phone 0876572683.

Linked Procedures:

- Appeals Procedure

Location and Access to the Policy:

This policy is available from the ECRM Student Induction Handbook, Staff Handbook and college Website.

Date approved: 15 March 2019

Responsible Director: Plamen Somlev

Accessible to Staff: Yes

Review date: 15 April 2020

Accessible to Students: : Yes