



Complaints and Appeals Policy and Procedure

Purpose

DermEd is committed to maintaining the highest standards of education delivery and providing a transparent, fair, and effective process for resolving any complaints or concerns raised by students or stakeholders.

This procedure aims to:

- Provide a clear process for raising and resolving complaints efficiently and confidentially.
 - Foster a positive learning environment by addressing concerns promptly and fairly.
 - Use feedback from complaints to drive continual improvements.
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Scope

This policy applies to all students and stakeholders of DermEd who wish to lodge a complaint or appeal regarding:

- The delivery of courses, including teaching, materials, or administration.
- General conduct of DermEd staff, students, or partners.
- Facilities, resources, or services provided by DermEd.

Note: DermEd issues Certificates of Completion only; as such, complaints relating to formal grading or assessments are not applicable.

General Principles

DermEd ensures that:

- All complaints and appeals are handled confidentially, fairly, and without bias.

- Students and stakeholders are not victimised or discriminated against for raising concerns.
 - Complainants have the opportunity to present their case and provide supporting evidence.
 - Records of all complaints and appeals are retained securely for five years.
 - The complainant has access to the process free of charge.
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Procedure

Informal Resolution (Step 1)

Where possible, students or stakeholders are encouraged to raise concerns directly with the relevant DermEd staff member for prompt resolution.

If the issue cannot be resolved informally, the complainant may proceed to lodge a formal complaint.

Formal Complaint (Step 2)

1. Lodging the Complaint

- Formal complaints should be submitted via email to [Insert Contact Email] or in writing to DermEd Administration.
- The complaint should include:
 - A description of the issue(s).
 - Date(s) and details of the incident(s).
 - Names of any individuals involved or witnesses (if applicable).
 - The desired outcome to resolve the matter.

2. Acknowledgement and Review

- DermEd will acknowledge receipt of the complaint within **five (5) working days**.
- The DermEd administration team will investigate the matter and may contact the complainant to seek further details.

3. Outcome Notification

- A written response outlining the outcome of the investigation will be provided within **ten (10) working days** of receiving the complaint.
 - The response will include reasons for the decision and any actions taken to resolve the issue.
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Internal Appeal (Step 3)

If the complainant is not satisfied with the outcome of the formal complaint, they may request an internal review.

1. The appeal must be submitted in writing to [Insert Contact Email] within **ten (10) calendar days** of receiving the formal complaint outcome.
2. The appeal will be reviewed by the DermEd Leadership Team.
3. A final decision will be provided in writing within **ten (10) working days** of receiving the appeal.

External Review (Step 4)

If the complainant remains dissatisfied with the internal review outcome, they may request an external review by an independent mediator.

- DermEd will provide contact details for an independent third-party mediator.
- Any associated costs for an external review will be shared equally between DermEd and the complainant unless otherwise agreed.

Records and Confidentiality

- All records of complaints, appeals, and outcomes are securely stored for five years.
- DermEd ensures that all discussions and investigations remain confidential, with information only shared on a need-to-know basis.

Continuous Improvement

DermEd will regularly review complaints and appeals to identify patterns and implement preventative measures to improve the student experience.

Contact Details

For all complaints or appeals, please contact:

DermEd Administration

Email: [Insert Email Address]

Phone: [Insert Phone Number]

This revised policy aligns with DermEd's Certificate of Completion model while maintaining a fair and professional process for handling complaints. Let me know if you need further refinements!