

COMPLAINTS POLICY

Policy Statement. RNC welcomes comments and complaints from all members, staff, students and public. We use this process to improve our services and consider it as the main pillar of our quality management system.

Consequently, in RNC all complaints are:

- Treated seriously and in an open manner
- Acknowledged immediately, preferably in writing
- Investigated
- Resolved, when reasonably practicable, within no longer than 10 working days (2 weeks)

No complainant bringing a complaint under this Procedure will be treated less favourably by any member of RNC staff. If there is evidence to the contrary, the member of staff may be subject to disciplinary proceedings.

Scope. This Policy applies to all RNC staff and students but does not replace RNC Student Regulation, sections referring to academic appeals and student disciplinary action: those procedures should be used where appropriate.

Responsibilities.

- RNC Staff have the responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with this policy.
- RNC Director is the main responsible of implementing and monitoring the Complaints Policy and may become directly involved if a complaint is directed against the Deputy Director, instructors or other staff.

Actions.

1. RNC expects complaints about courses to be made to their sponsor instructor. Where this is not possible or does not result in satisfactory the complaint should be submitted in writing on Complaints Form. Anonymous complaint forms will not be investigated. All complaints will be forwarded to secretariat who will acknowledge receipt within one

ROMANIAN NAUTICAL COLLEGE

www.nauticalcollege.org

Street address: Str. Lebedei nr. 1 (Marina Tomis), 900 746,
Constanta, Romania

E-mail: office@nauticalcollege.org / Phone: +4(0) 753535353

SOUTH TYNESIDE COLLEGE

www.stc.ac.uk

Street address: St. George's Avenue, South Shields, Tyne and
Wear, NE34 6ET, England

E-mail: Student.Services@stc.ac.uk / Phone: +44 0191 427 3500

working week. Secretariat Services will then forward the complaint form to the Director.

2. Director will respond in writing within one working week, explaining what has happened as a result of the complaint. If the complaint requires further investigation that cannot be carried out within the week, Director shall keep the complainant informed and specify a date when a response can be given.

3. For complaints in a Higher Education programme, the final decision from the Director will be informed to the complainant via a letter. If the complainant is not satisfied with the College response they can open a legal action using the competent court of justice.

Monitoring. Secretariat will maintain a record of complaints dealt with to feed into the RNC quality management system. mprovement processes.

Related Policies:

- Learning and teaching policy