

2024

Complaints and Appeals Policy



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Controlled Copy: APIST Complaints and Appeals Policy

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PURPOSE

The purpose of this policy is to provide a fair, transparent, and effective process for handling complaints from students, parents, staff, and other stakeholders. This policy aims to ensure that all complaints are addressed promptly, professionally, and in accordance with the principles of fairness and respect.

SCOPE

This policy applies to all complaints received by African Prime Institute of Science and Technology including those related to academic, administrative, or other matters.

DEFINITIONS

- Complaint

A formal expression of dissatisfaction or concern about a service, action, or decision made by African Prime Institute of Science and Technology

- Complainant

The individual or group making the complaint.

- Respondent

The individual or department responsible for addressing the complaint.

PROCEDURE

1. Receipt of Complaint

- Complaints can be submitted in writing, via email, or in person to the designated complaints officer.
- The complaints officer will acknowledge receipt of the complaint within 24 hours.

2. Initial Assessment

- The complaints officer will review the complaint to determine its validity and relevance.

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- If the complaint is deemed invalid or outside the scope of this policy, the complainant will be notified and the complaint will be closed.
3. Investigation
 - The complaints officer will investigate the complaint, gathering relevant information and evidence.
 - The respondent will be notified and given the opportunity to provide a response.
 4. Resolution
 - The complaints officer will review the investigation findings and recommend a resolution.
 - The respondent will be notified of the recommended resolution and given the opportunity to accept or reject it.
 5. Appeals Process
 - If the complainant is not satisfied with the resolution, they can appeal to the African Prime Institute of Science and Technology management.
 - The appeal will be reviewed by a designated appeals committee, which will make a final decision.
 6. Follow-up
 - The complaints officer will ensure that the agreed-upon resolution is implemented and that the complainant is informed of the outcome.

RESPONSIBILITIES

- Complaints Officer

Responsible for receiving, investigating, and resolving complaints.

- Respondent

Responsible for addressing the complaint and providing a response.

- Management

Responsible for reviewing appeals and making final decisions.

RECORD-KEEPING

All complaints, investigations, and resolutions will be documented and retained for a minimum of three years.

REVIEW AND REVISION

This policy will be reviewed annually or as needed.

Changes will be approved by African Prime Institute of Science and Technology management and communicated to all stakeholders.

COMMUNICATION

This policy will be communicated to all stakeholders, including students, parents, staff, and the public.

A copy of this policy will be available on the African Prime Institute of Science and Technology website, knowledge base and in the student handbook.

By implementing this complaints policy, African Prime Institute of Science and Technology demonstrates its commitment to transparency, fairness, and continuous improvement.