

Introduction

RISC Institute endeavours to create a positive learning environment for students, one in which each learner has the opportunity to achieve their personal best. Part of the maintenance of that positive environment is a fair and open appeals and complaints procedure.

We have therefore put in place a policy and procedure to address such issues as part of our quality assurance procedures.

For the purpose of this policy, the term “customer” shall mean any student, trainee, examination candidate, sponsor, or corporate customer.

General

A complaint is defined as a dissatisfaction with a service offered or treatment received at RISC Institute.

All types of customer complaints will be forwarded to Management Representative (MR) and shall be registered in the complaints register. The complaint shall be handled in accordance with this policy.

An appeal is a dissatisfaction with a decision made by the RISC Institute.

In some circumstances, candidates taking examinations have the right to appeal and request a review of the paper or the results. Such cases shall be handled by the Managing Director in accordance with this policy.

Procedure for making a complaints or appeal.

Step 1

Try to resolve your concern with the staff member or student directly in an informal and open manner if possible.

Step 2

If the problem has not been resolved at step 1, request an appointment with the MR who will assist you in resolving the situation.

If you feel that this step may create a conflict of interest, you may request a meeting with the Managing Director or directly move to step 3.

If your complaint has not been resolved at this stage, proceed to step 3

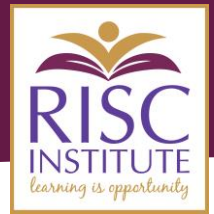
Step 3.

You may write an email detailing your complaint to customerfeedback@riscinstitute.com For your guidance, this email is monitored by the management representative and the managing director. Alternatively you may write a letter to The Management Representative, RISC Institute DMCC, P.O. Box 336513, Dubai or deliver it by hand to our centre.

We will deal with your complaint or appeal in accordance with the following guidelines.

1. The complaint or appeal will be dealt with promptly and the length of time involved may vary in accordance with the complexities of the case. Under normal circumstances, expect a response within ten working days of us receiving the complaint and appeal. If we feel that the resolution will take longer, we will inform you accordingly and keep you informed on the progress of the case.

Complaints and Appeals Policy



2. Once we have made a decision, we will inform you and the parties concerned, in writing, of the outcome of the case including reasons.
3. You must not cancel any enrolment, discontinue any contractual commitment with us, or withhold any payments due to us throughout the process. Making a complaint does not automatically mean that you have the justification to do so.
4. The complaints and appeals services is available at no cost.
5. If we decide that your complaint or appeal is justified, we will inform you of the corrective or preventative action we propose to take. If you agree with our proposed action, we shall implement it within fourteen business days.
6. A resolution may include being allowed to take a course again or re-sit an examination free of charge or receiving a partial or full refund of all fees paid to RISC. Under no circumstances will any monetary award exceed the amount of fees paid or due.
7. A file note outlining the complaint or appeal is also placed in the student's file.

Step 4 (if required)

If a resolution has not been reached *after the above steps have been completed*, then customers may address their complaint or issue to the Knowledge and Human Development Authority in Dubai.

Access and circulation

In compliance with access and equity principles the procedure is made available to all students and staff on request from customer services and is posted on our website.

Signed:

A handwritten signature in blue ink, appearing to read 'Silvan A. Said', with a small flourish at the end.

Silvan A. Said

Managing Director

Issue Date: 01 January 2017