



Tipperary
ETB

Bord Oideachais & Oiliúna Thiobraid Árann
Tipperary Education & Training Board

Complaints Procedure for Students

(in Further Education and Training)

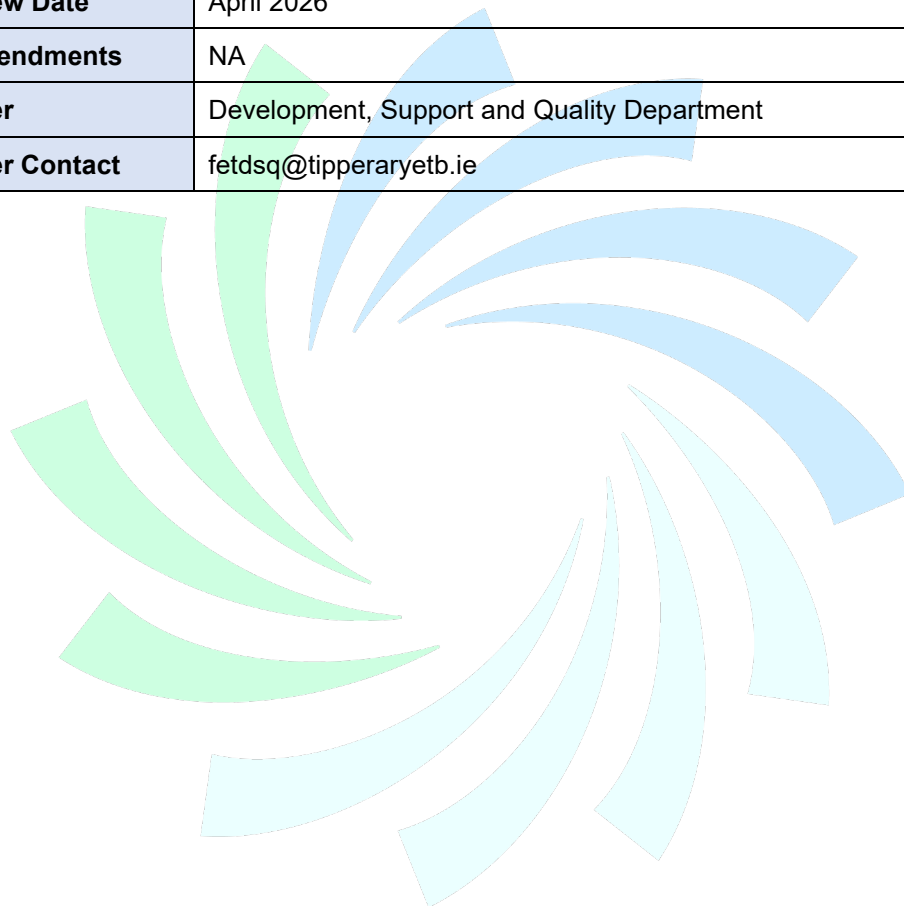
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Complaints Procedure for Students

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Definitions

A complaint	A complaint is an expression of dissatisfaction about our service, treatment, actions or responses made or decisions taken.
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Acronyms

ETB	Education and Training Board
FET	Further Education and Training

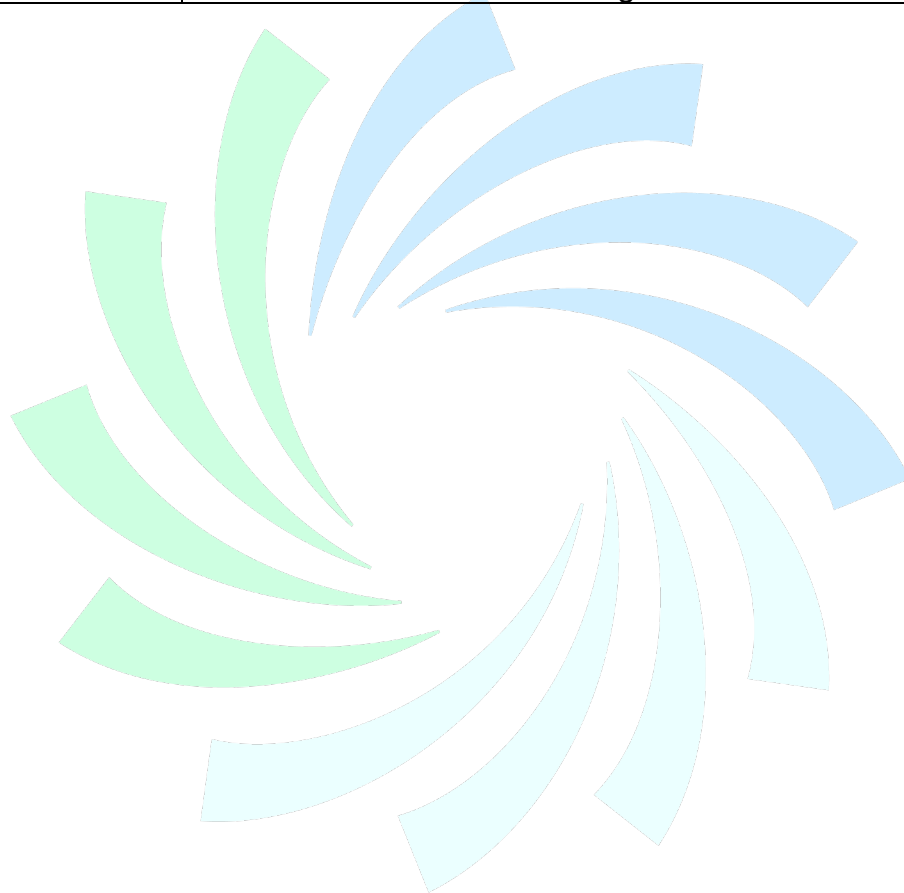


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1. Introduction

We are committed to providing a supportive and fair learning environment. We understand that sometimes issues may arise for you and that you may need to have your concerns heard. Our complaints processes are here to help you with this.

Your feedback helps us improve and make Tipperary ETB's campus and centres a better place to learn for everyone. Your voice matters.

1.1 Purpose – what is the purpose of this procedure?

- To provide a structured way for students to voice their concerns and dissatisfaction regarding their experience in our organisation.
- To make sure that we have a formal process that treats complaints fairly, aiming to solve issues that come up for you.
- To help Tipperary ETB gather feedback and identify areas where we can improve our processes or services.

1.2 What is a complaint?

A complaint is an expression of dissatisfaction about our:

- Services,
- Treatment, conduct or practice,
- Actions (or lack of) or responses taken (or lack of),
- Decisions taken.

1.3 Scope – what does this procedure cover?

This procedure is for further education and training students and is used for the following types of complaints:

Examples of types of complaints

- Complaints about our services or facilities,
- Complaints about our treatment of you, or other conduct or practices that impact you,
- Complaints about actions or lack of actions taken,
- Complaints about a decision taken that impacts you.

This procedure does not cover complaints made about staff. If you are a student aged 18 years or over, you must follow the steps outlined in another [procedure](#). If you are a student aged 16 or 17 years, go to your coordinator or manager to get advice on what you can do next, or email FETDSQ@tipperaryetb.ie.

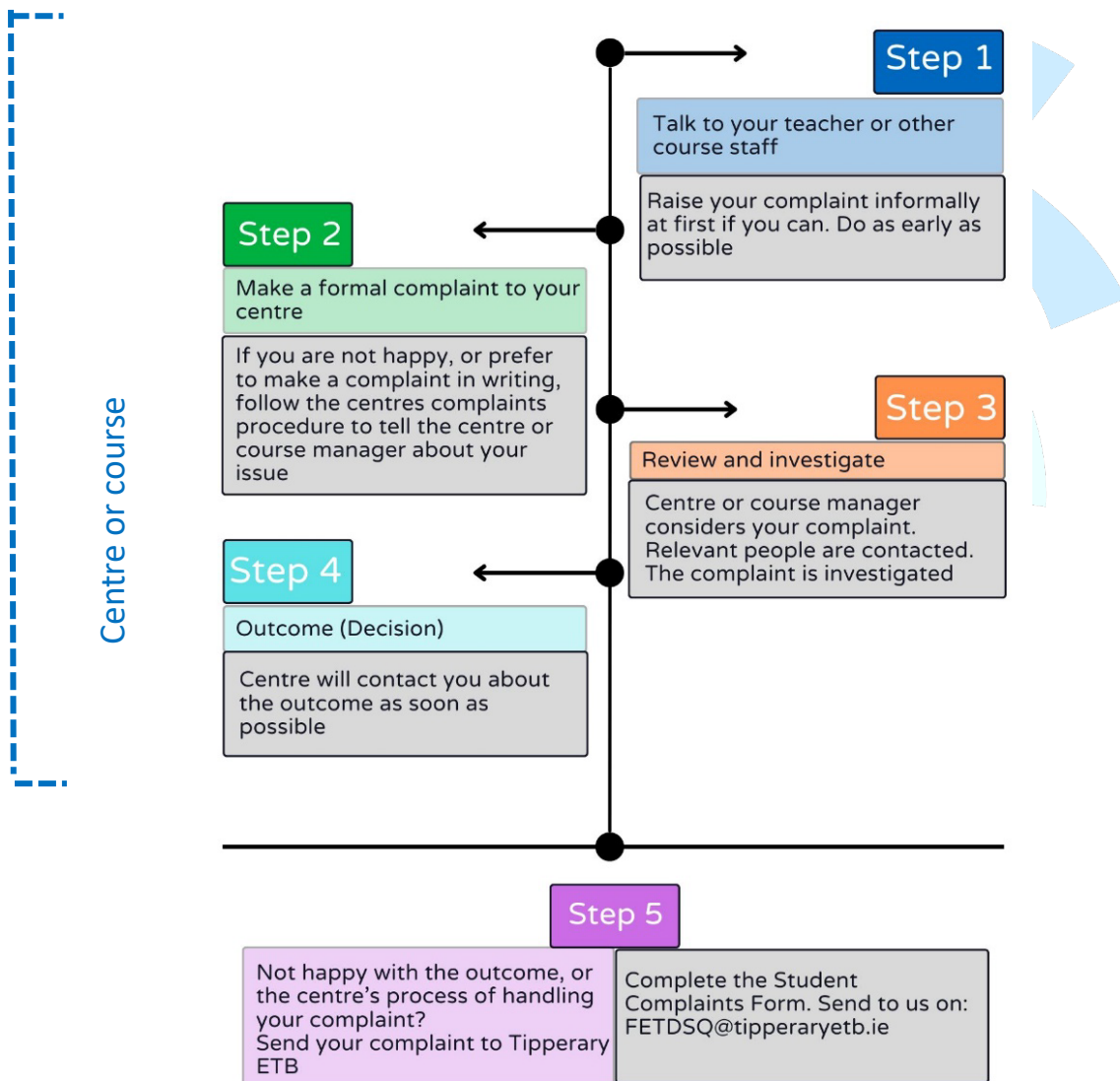
Note: for programmes provided by 2nd Providers, for example, Community Training programmes, or programmes provided by Contractors, your complaint may also be handled by Boards of Management or other internal management arrangements.

1.4 Responsibility - getting things done

- Students are responsible for starting the complaint process and submitting to any deadlines advised, with correct and full information.
- Relevant staff and departments are responsible for progressing student complaints in a fair and transparent way and keeping you informed of progress, including delays.

2. Complaints process to make complaint to your centre or course staff

Follow the steps below to make your complaint to your centre or course staff:



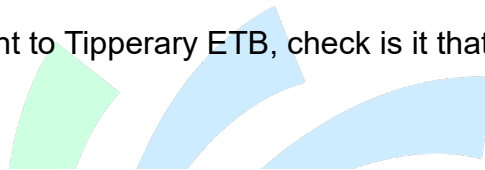
3. Making a formal complaint to Tipperary ETB

Check that you have done your best to sort with your centre or course staff first

We encourage you to first discuss your concerns or issues with your centre or course staff, as in most cases the issue can be resolved easily and informally. Your centre and course staff will always work to try and support you at all times.

However, if you feel you cannot approach the centre or course staff, or, that you were not happy with their response when you did, then you have the right to take your complaint directly to Tipperary ETB.

Before you bring your complaint to Tipperary ETB, check is it that:



	YES	NO
I feel that I cannot raise my complaint in my centre		
I am not happy with the outcome I received from my centre when I raised my issue		
I am not happy with the centre's complaints procedures		
I am not happy with the way the centre handled the complaint process		
I think my complaint is very serious and should go further		

If yes to any of the above, then do the following:

- Complete the [Students Complaints Form](#)
- Send it by email to our FET Development, Support and Quality Department using: FETDSQ@tipperaryetb.ie

4. What Tipperary ETB will do next with your complaint

1. Receipt of your complaint

- Within **7 working days** we will contact you to tell you that we received your complaint and advise you of next steps

2. Review and investigation takes place

- Tipperary ETB will set up a Complaints Team
- The Team will be people who were not part of the initial complaint or issue, and, who are not involved in your course or centre
- Relevant people involved in the complaint are contacted for information that is important to the complaint and investigation
- Meetings may take place between the Complaints Team and the people involved
- The information and evidence from the investigation is reviewed by the Complaints Team
- The Complaints Team will consider your complaint fairly and impartially
- The Complaints Team will try to resolve your complaint within **20 working days**. If it is not, they will notify you of the reason for the delay.

3. Outcome (Decision)

- Complaints Team makes a decision
- They will then contact you in writing with the decision
- Tipperary ETB will take the necessary actions to remedy the situation and to try prevent this issue from happening again

5. Other Information

Are there fees to pay if I make a complaint to Tipperary ETB?

- No.

Will there be a consequence for me if I complain?

- No. You will not be disadvantaged in any way if you make a complaint.

Confidentiality and records

- Records of complaints, investigations and resolutions will be kept securely and according to statutory obligations.

Reporting

- Any formal complaints made by students to Tipperary ETB's FET Development, Support and Quality Department using this procedure will also be notified to Tipperary ETB's FET Senior Management Team and also to Corporate Services Department.

What can I do if I am still not happy with the outcome after I complain to Tipperary ETB?

- If you are unhappy with the decision made by our Complaints Team, or are unhappy with the investigation process, or, if you believe that we did not follow procedures correctly, then you have the right to raise the matter with the relevant regulator(s) or The Ombudsman.
 - o www.ombudsman.ie Phone: 01 639 5600. Address: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773.

6. Monitoring and Review

We monitor this procedure to make sure that it is always up-to-date and working effectively to deal with all student complaints.

We aim to improve the complaints process for students by using our learning from the feedback we receive.

This procedure will be reviewed every three years, or as required.

7. How we show that we implement this procedure

Tipperary ETB monitors that we are using this procedure. For example, we keep information about:

- Student complaints received.
- Records of investigations and actions.

8. How we monitor to check that our procedure works

It is important to Tipperary ETB that we know that our procedure works. Here are some of the things we do to check that our complaints procedure works:

- We review feedback from staff, students and others about the procedure including the communications and administration processes.
- We review deadlines and response times.
- We review the decisions of the complaints team for fairness and consistency.

Appendix A: Student Complaints Form

Student complaints form

You should attach copies of any documents that are relevant to this complaint

Student contact details

Student full name:

Contact number:

Email:

Student centre and course details

Name of the centre that you were attending:

Address of the centre:

Name of the course that you were registered on:

Details of the complaint

Give the reasons why you are unhappy with the service, treatment or decision. Report truthfully and as accurately as you can. Please be specific and include dates, locations and witnesses, if appropriate.

Signature

Signed:

Date: