



# COMPLAINTS PROCEDURE, APPEALS PROCEDURE

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# COMPLAINTS PROCEDURE, APPEALS PROCEDURE

## 1. Introduction

The MHR strives to deliver a high standard of customer service whilst also ensuring that our qualifications are quality assured and operated in line with best practice standards.

The MHR welcomes feedback from staffs, learners and from all of those who engage with our qualifications and supporting services. We aim to continually improve our qualifications and associated services; the feedback we receive is used to inform future developments and approaches.

The majority of feedback submitted to the MHR is dealt with through our enquiry service. However, where it is not possible to address queries or issues through the enquiry process, a formal complaint process is available. The procedures detailed below will be followed by the MHR in addressing formal complaints.

## 2. Complaints Procedure

### Stage 1

Complaints should be submitted to the Principal in writing. Complaints should include:

- The full name, address and contact details of the person making the complaint
- The detail of the complaint i.e. the specific reason for the complaint and any supporting information
- As relevant, the name of the qualification, unit and examination center concerned
- As relevant, any key dates  
(Please note that any complaints or issues related to potential malpractice in an examination will be dealt with through the Malpractice Procedures)

The MHR will acknowledge receipt of the complaint within three working days. The complaint will be formally logged.

The detail of the complaint will be reviewed at the MHR and appropriate action identified e.g. as relevant, a full investigation will be carried out, a response will be drafted etc.

The MHR will provide a response to the complaint within 10 working days. If the actions required to resolve the complaint will take longer than 15 working days to complete, the MHR will inform the complainant of the situation and provide alternative timescales.

## Stage 2

If the complainant considers that the response/outcome provided at Stage - 1 is unsatisfactory, the complainant may request that the complaint is escalated to Stage - 2.

In this instance, the complaint will be escalated to the MHR's BOD. The BOD will review the process followed at Stage 1, the outcome at Stage 1 and supporting documentation/correspondence.

When submitting a Stage 2 complaint, complainants should ensure that they:

- specify the reason for escalating the complaint to Stage 2
- if relevant, provide additional information in response to the outcome from Stage 1

Where complaints are escalated to the BOD, the MHR will acknowledge receipt within three working days and respond within 10 working days. If it is not possible for the BOD to respond within this timescale, the MHR will inform the complainant that this is the case and will provide an alternative timescale.

The BOD's decision is final. The MHR will consider that the complaint is closed at the point where the BOD's decision is confirmed.

## **Procedure Review**

This procedure is reviewed on annual basis to ensure that it continues to be fit for purpose and to reflect the best practice applied by UK regulated organization.

**Appendix A**  
**APPEALS FORM**

<p>This form is to be used by all students, including potential students, who want to request an Internal Appeal about an Academic and/or Non-Academic decision. This request must be made within 28 working days of receipt of the written report form Phase 2 as outlined in the Appeals Policy and Procedure. You must attach a copy of the written report for Phase 2 when submitting this Internal Appeal Request Form.</p>	
<p>An appeal that questions the academic and/or professional judgement of the Responsible Officer/s who assessed your original Complaint I not permitted.</p>	
<p>Your Details: <i>(please enter details as to how we can contact you for the duration of this internal Appeal)</i></p>	
Title:	Surname:
Given name/s:	
Postal Address:	
Email Address:	
Mobile:	Telephone (Home):
Student Status <i>(Please tick the box below that describes your current enrolment status):</i>	
<input type="checkbox"/> potential student <i>(not enrolled, but seeking to enroll)</i>	
<input type="checkbox"/> enrolled student <i>(insert your student number)</i>	
Internal Appeal Type: <i>Tick the box that best describes what your Appeal is about. If your Appeal type is not listed below, tick 'other' and describe briefly.</i>	
<b>Non-Academic Matters</b>	<b>Academic Matters</b>
<input type="checkbox"/> Student Support Service <i>(course application and enrolment processes)</i>	<input type="checkbox"/> Education and Training Programs <i>(course structure and content, quality of teaching and course delivery)</i>
<input type="checkbox"/> Facilities and Amenities <i>(classroom/venue/ grounds)</i>	<input type="checkbox"/> Assessment matters
<input type="checkbox"/> Free Help and Fee for Service arrangements	<input type="checkbox"/> Conduct of teaching staff and/or other students
<input type="checkbox"/> General administration <i>(fines and payments)</i>	<input type="checkbox"/> Attendance procedures <i>(where relevant)</i>
<input type="checkbox"/> Perceived discrimination, unfairness and injustice	<input type="checkbox"/> Recognition of Prior Learning
<input type="checkbox"/> Bullying, harassment	<input type="checkbox"/> Student supervision <i>(while in class, on vocational placement or practicum)</i>
<input type="checkbox"/> Use and misuse of personal information	<input type="checkbox"/> Issues relating to authorship, intellectual property
<input type="checkbox"/> Conduct of staff - non teaching staff	<input type="checkbox"/> Other <i>(please describe briefly)</i>
<input type="checkbox"/> Other <i>(please describe briefly)</i>	<input type="checkbox"/> Other <i>(please describe briefly)</i>

**What are the details of your Appeal?** – Provide the reason/s for why you are requesting for an Internal Appeal. You will need to explain how you think the Principle of Procedural Fairness has been breached. Include evidence that has not been presented beforehand as part of your original Complaint to support your Request for an Internal Appeal.


**What do you think needs to be done to address your Appeal?** Tell us what you think needs to be done to address the perceived breaches of the Principle of Procedural Fairness as you have outlined in this Internal Appeal Request.


**Information about Internal Appeals:**

Students must read the MHR Student Complaints and Appeals Policy and Procedure, before completing and lodging this form. You can contact the Student Services Manager a MHR institute to discuss the Internal Appeal process.

**Declaration:**

I understand that in lodging this Request for an Internal Appeal;

- I have read the MHR Student Complaints and Appeals Policy and Procedure
- my Appeal will be acknowledged and will be forwarded to the relevant Responsible Officer for managing
- the Appeal, and the information I provide will be treated with appropriate confidentiality and will not be disclosed to a third party unless required for the management of my Appeal or by law.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**How to lodge your completed Appeal Form:**

Attach the completed Request for an Internal Appeal Form and supporting documentation.

**Office Use Only**

Date                      Received                      Receipt Provided                       File Number:                      Institute

## Appendix B

### COMPLAINT FORM

This form is to be used by all students, including potential students, who want to make a complaint about an Academic and/or Non-Academic Matter. Students are advised to read the MHR Student Complaint and Appeals Policy and Procedure.	
Your Details: <i>(please enter details as to how we can contact you for the duration of this complaint)</i>	
Title:	Surname:
Given name/s:	
Postal Address:	
Email Address:	
Mobile:	Telephone (Home):
Contact Preference: <i>(please specify if you have a preferred way or time to be contacted)</i>	
Student Status <i>(Please tick the box below that describes your current enrolment status):</i>	
<input type="checkbox"/> potential student <i>(not enrolled, but seeking to enroll)</i>	
<input type="checkbox"/> enrolled student <i>(insert your student number)</i>	
Institute: <i>(insert the name of your Institute)</i>	
Course: <i>(insert the name of your Course)</i>	
Complaint Type: <i>(Tick the box that best describes what your Complaint. If your Complaint type is not listed below, tick 'other' and describe briefly.)</i>	
<b>Non-Academic Matters</b>	<b>Academic Matters</b>
<input type="checkbox"/> Student Support Service <i>(course application and enrolment processes)</i>	<input type="checkbox"/> Education and Training Programs <i>(course structure and content, quality of teaching and course delivery)</i>
<input type="checkbox"/> Facilities and Amenities <i>(classroom/venue/ grounds)</i>	<input type="checkbox"/> Assessment matters
<input type="checkbox"/> Free Help and Fee for Service arrangements	<input type="checkbox"/> Conduct of teaching staff and/or other students
<input type="checkbox"/> General administration <i>(fines and payments)</i>	<input type="checkbox"/> Attendance procedures <i>(where relevant)</i>
<input type="checkbox"/> Perceived discrimination, unfairness and injustice	<input type="checkbox"/> Recognition of Prior Learning
<input type="checkbox"/> Bullying, harassment	<input type="checkbox"/> Student supervision <i>(while in class, on vocational placement or practicum)</i>
<input type="checkbox"/> Use and misuse of personal information	<input type="checkbox"/> Issues relating to authorship, intellectual property
<input type="checkbox"/> Conduct of staff – non teaching staff	<input type="checkbox"/> Other <i>(please describe briefly)</i>
<input type="checkbox"/> Other <i>(please describe briefly)</i>	<input type="checkbox"/> Other <i>(please describe briefly)</i>



**What are the details of your Complaint?** – Provide a summary of your Complaint, include details such as the location, date, and time, names of any people involved and/or areas of the College involved. Please attach any information or documentation you wish to have considered to support your Complaint


**What have you done so far to resolve your Complaint?** - Provide any information on the steps you have taken to resolve the issue and why the responses received were not considered satisfactory.


**What do you think needs to be done to address your Complaint?** Tell us what you think needs to be done to address the concerns you have outlined in this Complaint.


**Information about Complaints:**

Students must read the MHR Student Complaints and Appeals Policy and Procedure, before completing and lodging this Complaint form. You can contact the Student Services Manager a MHR institute to discuss process.

**Declaration:**

I understand that in lodging this Request for an Internal Appeal;

- I have read the MHR Student Complaints and Appeals Policy and Procedure
- my Complaint will be acknowledged and will be forwarded to the relevant Responsible Officer for managing the Complaint, and
- the information I provide will be treated with appropriate confidentiality and will not be disclosed to a third party unless required for the management of my Complaint or by law.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Where to lodge your completed Complaint Form:**

Give your completed Complaint Form and any supporting documentation to the Phase 2 Responsible Officer as identified in the Policy, usually the Head of Institute or delegate at your Institute or attach the completed Complaint Form and supporting documentation.

**Office Use Only**

Date                      Received                      Receipt Provided                       File Number:                      Institute