

HARMONY SOLUTIONS LIMITED

Complaints and Appeals Policy and Procedure

1.0 Introduction

1.1. Purpose

This policy and procedure outlines the management process undertaken by Harmony Solutions Limited for receiving and responding to complaints or appeals in a timely, fair and transparent manner.

1.2. Scope

This policy applies to students, members of the public affected by the actions of Harmony Solutions Limited, staff of Harmony Solutions and any third parties acting on behalf of Harmony Solutions.

1.3. Definitions

- **Appeal** – A request by a student or a customer to reconsider a result or decision regarding assessment
- **Complaint** – Dissatisfaction expressed by a Complainant about a product or service provided requiring resolution

1.4. Aim

To ensure the receiving and responding to complaints and appeals meets the Standards set by Harmony Solutions Limited.

2.0 Policy

Harmony Solutions Limited provides a system for the receiving and managing of complaints or appeals which are publicly accessible, easily understandable and embraces the principles of fairness and transparency throughout all stages of the process.

Where reasonably practicable, resolution of complaints and appeals will be resolved in the earliest possible time frame. Complaints and appeals will be recorded within 24 hours of receipt on the Harmony Solutions issue Register.

All complaints and appeals will be acknowledged in writing within 14 calendar days of receipt and outline the actions or investigations to be taken.

The complainant will have the opportunity to meet with our representative and present their case. A support person may accompany the complainant to this meeting.

All complaints or appeals will be dealt with in a sensitive and fair manner. The decision regarding the outcome of any complaint or appeal will be communicated in writing within 10 working days of decision. All complaints and appeals will, where practicable, be finalized within 60 days from receipt.

Where a resolution is unable to be achieved a third party will be engaged to conciliate. Any cost of the engagement of the third party will be made available to the complainant at this stage.

3.0 Procedure

1. Harmony Solutions Limited staff will refer all complaints or appeals to the Operations Manager. A detailed account of the complaint should be in writing using the complaints and appeals form, or a record of conversation will be recorded and noted on the issue register.
2. The Operations Manager will notify the CEO of the complaint/appeal.
3. The Operations Manager will send the complainant a written acknowledgment of the receipt of the complaint/ appeal within 14 calendar days. This letter will outline the steps to be taken to resolve the matter and outline time frames.
4. An investigation of the matter will be undertaken by the Operations Manager. The complainant will have access to their records or assessments at this time if requested.
5. Once investigated the complainant will be contacted and a meeting arranged to discuss the matter whether in person or over the time. All findings of the investigation will be made available to the complainant.
6. The Operations Manager will document all matters discussed at the meeting and all possible avenues will be considered to resolve the complaint or appeal. A decision will be provided to the complainant in writing by the Operations Manager or Chief Executive officer at the earliest possible opportunity (within 60 calendar days of receipt).
7. Where the complaint extends 30 calendar days, the complainant to be provided with weekly updates to inform them of the progress of the complaint handling.
8. Where resolution of the complaint or appeal is not possible or the complainant is not satisfied with the outcome through the above steps the complainant will be offered an opportunity to have a third party review and make a direction on the matter.
9. If the matter is unresolved after being reviewed by a third party or the complainant is not satisfied with the outcome then the complainant may be directed to contact the accrediting authority.
10. All steps taken and correspondence entered into will be recorded on the Harmony Solutions issue Register.

4.0 APPENDIX

4.1 **Complaints and Appeals Form**

Section 1 - Person making complaint to complete Section 1

Nature of complaint:

Name: _____

Signature: _____

Date: _____

Please email copy to the Operations Manager at training@harmony.co.ke

Section 2 - Staff member receiving this form to complete Section 2

Comments:

Staff member: _____

Staff signature: _____

Date: _____

Forwarded to: **Chief Executive Officer** **Operations Manager**

Date: _____

Section 3- The Operations Manager will conduct the investigation of the complaint and attach a detailed report to this form. Chief Executive Officer will take action according to Harmony Solutions Limited Complaints and Appeals Policy.

Additional information

Section 4

Proposed resolution – Outline proposed resolution and attach letter sent to complainant.

Section 5

Acceptance of resolution Yes No

Comments and next step

Signature: _____ **Date:** _____