



## Feedback, Appeals and Complaints

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**REVISION HISTORY**

The whole document is reviewed every year for any relevant/ required changes. This is a requirement of the Institute to ensure the relevance to the implemented systems and processes.

<b>Rev</b>	<b>Date</b>	<b>Reviser</b>	<b>Dept.</b>	<b>Rev Description</b>
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# FEEDBACK, APPEALS AND COMPLAINTS POLICY

TPI-OP-PD-1006

Rev. No. 02

September 1, 2021

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## 1. Introduction

The feedback of each learner and of other stakeholders is a vital source of information for the Institute to assess the gaps in order for it to achieve its mission of being a “Training Provider of Choice”. A feedback that is deemed of high importance would be appeals and complaints. The Institute has in place a standard mechanism in addressing such feedback from stakeholders especially from our learners.

## 2. Scope of the Guidelines

This standard is not related to Human Resources of the Institute but rather to cover and put in the pedigree of importance the level of satisfaction and contentment of our learners/ clients. This SOP is in place for all appeals/ complaints set forth by the learners, their sponsors and of the like.

## 3. Definition of Terms

**Appeal** : There is an appeal when a stakeholder (Learner/ Sponsor) disagrees with the result of a decision and/or the like.

**Complaint** : Is a feedback mechanism coming from a stakeholder (learner/ sponsor) that states something unsatisfactory or unacceptable or of the like.

**Learners** : This refers to the students/ trainees/ registrants of the course.

## 4. Procedure

In all the processes of TPI related to learner management, from admission and registration till the issuance of training certificates, the Institute put into consideration as part of its quality procedure appeals and complaints of learners, from its sponsors among others. It is to be noted as well that all appeals are taken into high importance. The following steps are practiced by the Institute:

- a. Any learner who has an appeal to any decision, or a complaint with regards to any of the service provided by the Institute most especially in the delivery, type and marking of

assessment can lodge and submit the form (appeal or complain form) through the following channels:

- i. To the Trainer
  - ii. To the Onsite operations coordinator
  - iii. To the Quality Officer
  - iv. To the Sales and Marketing Team
  - v. To the General Manager Office
  - vi. Or email the Institute as detailed in the Course Portfolio.
- b. Once an appeal or complaint is raised, the Operations team will be given at least 05-07 working days to resolve the concern/ issue.
- i. Notification of decision can be through phone call, email and/or post mail.
- c. An appeal/ feedback or complaint can be as follows:
- i. During the registration/ admission procedure
  - ii. Consultation and Help Support
  - iii. Request of credit transfer and Recognition of Prior Learning
  - iv. Training Execution (Trainer/ Facility/ Materials)
  - v. Against a TPI Staff/ Personnel
  - vi. Assessments and assessment results
  - vii. Issuance of certificate
  - viii. Access to Student Information
  - ix. Others
- d. The resolution of the Operations team is deemed a recommendation only until finally approved by the General Manager or its appointee.
- e. The approved resolution will then be presented to the Learner/ sponsor (who appealed or complained). In some cases, an in-person discussion with the learner is advised to ensure that the latter will have confidence on the resolution given by the Institute.
- f. There are instances where assessments goes through the process of submitting to an external awarding body. In such instances, the processes required by the awarding body will be followed.



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g. TPI normally promotes an open door policy so learners need not worry on who to approach.


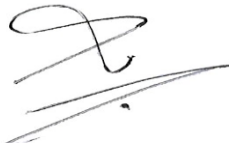
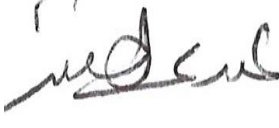
Other feedback of the students like course and Instructor evaluations will all be recorded and monitored. During the duration of the training, the Operations Personnel will forward to the students the evaluation forms for them to fill. The evaluations will be reviewed by the Operations Team and shared to the Training Manager for comments and for further action, whenever required. Evaluation is considered by the Institute as an important mechanism to fully understand the reality of the training quality it provides to all its Learners.

Quality team plays a great role on this indicator because any appeal or complaint, in the perspective of the Institute, would mean a constructive negative feedback. Negative in a sense that the initial decision of the Institute is in non-conformance to what is desired or expected by the Learner, constructive in away because it somehow gives the Institute the reason to rethink its processes and ways in order to continuously improve.

All appeals/ complaints are recorded by the Quality team and will be considered as part of risk assessment measures/ mitigation.

## 5. Forms

- Appeal Form
- Complaint Form
- Feedback Form
- Training Evaluation Form

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