



Procedure for Handling of Student Complaints 2022

While every effort has been made to ensure that the information in this document is updated and correct there may instances where information needs to be updated. Versions of this document are reviewed on an annual basis and updated accordingly.

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QUALITY ASSURANCE

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1. Scope

The scope of this procedure is applicable to all students and student related processes.

2. Purpose

To define the methods for documenting and resolving student complaints/concerns and to ensure that student complaint is handled effectively.

3. Responsibility and authority

Deputy Head of The Nautical Institute Academy is responsible for recording, acting upon and communicating to the learner/persons responsible for the learner on all complaints received. All other concerned departments within The Nautical Institute are responsible to assist the Academy when required.

4. Details of procedure

4.1 General

4.1.1 The administrative personnel within The Nautical Institute Academy shall be responsible for documenting, tracking and resolving student concerns/complaints or corrective action requests.

4.1.2 When a concern/complaint or corrective action is verbally or in writing communicated by the learner/persons responsible for the learner, the administrative personnel(s) records and/or attaches the submitted information to the Complaint/Concern Record form and makes an entry into the Complaint/Concern Log.

4.1.3 Each concern/complaint is assigned a unique number (i.e. DD-MM-YY)

4.1.4 When a complaint/concern is received, the originator who prepared the Complaint/Concern Record form shall distribute copies of it to the Deputy Head of The Nautical Institute Academy and others as deem necessary to resolve the issue. The original is retained in the Complaint/Concern Logbook.

4.2 Learner feedback/rating:

4.2.1 Learner feedback is obtained after every course. This is reviewed on a course basis by Deputy Head of The Nautical Institute Academy. Feedback is subsequently reviewed every Quarter by the Head of The Nautical Institute Academy to find out opportunities for improvements.

4.2.2 Level of learner satisfaction is judged by firstly reviewing learners' attitude and perception during the course but also through the feedback/rating obtained.

4.2.3 Wherever necessary, corrective/preventive actions shall be initiated to improve student rating.

4.3 Addressing concerns/complaints

4.3.1 The Deputy Head of The Nautical Institute Academy is responsible for addressing concerns/complaints. The goal is to have all issues addressed and closed by Academy personnel

in less than 7 working days.

4.3.2 When a resolve cannot be met, the issue is elevated to the Head of The Nautical Institute Academy and the Senior Management Team for resolution. This is accomplished via written memo or email.

4.3.3 When deemed necessary by the Head of The Nautical Institute Academy, a Corrective Action Request (CAR) may be issued to document, investigate, identify root cause and obtain corrective action(s).

4.3.4 The Senior Administrative Assistant of The Academy shall ensure learner concerns/complaints are closed.

4.3.5 Summary of student complaints shall be submitted for Management Review Meetings.

4.3.6 The Nautical Institute Academy examines the nature of the complaint and takes action to redress the learners grievance, in consultation with other departments where necessary.

4.3.7 In-house inspection/audit at various stages are studied by The Academy if necessary to analyse/understand the complaint.

4.3.8 If proposed corrections involve a change of training/delivery, a Change of Training (T02) form will be submitted in accordance with procedure.

4.3.9 After the complaint has been closed the learner should be informed of the action taken.

4.3.10 When it is found that the complaint is incorrect or unsubstantiated, communication should be made to clarify the complaint/concern before explaining the situation and closing the complaint/concern.

4.4 Delivery Performance Monitoring

4.4.1 Summary of delivery performance shall be prepared monthly.

4.4.2 In the event that delivery performance is below target, reasons shall be identified.

4.4.3 Necessary actions for improving delivery performance shall be identified and follow up action shall be taken.

4.5 Quality records

4.5.1 Student concerns/complaints are considered to be quality records and shall be retained in accordance with the Procedure for Control of Documented Information

4.6 Quality assurance

4.6.1 The Nautical Institute's Quality Assurance policy ensures this process is audited as scheduled in accordance with the Procedure for Internal Audit.

Reference material

5.1 Serving queries and minor complaints.

Held within Nautical Institute Quality Manual. Please contact us via email for more information/steps.

5.2 Major complaints and appeals

Held within Nautical Institute Quality Manual. Please contact us via email for more information/steps.