



The Complaints Policy and Procedure

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The Corporate Communications and Strategic Development is committed to providing a high quality, transparent and accessible service to everyone we deal with. In order to do this we need you to tell us when we get things wrong. We want to help resolve your complaint as quickly as possible.

We handle any expression of dissatisfaction with our service which calls for a response as a complaint. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- the standard of service you should expect from us
- the behaviour of our staff in delivering that service
- any action, or lack of action, by us or others engaged with INTEC business

We refer to these complaints as “Feedbacks”.

Our complaints policy does not cover:

- comments about our policies or policy decisions
- dissatisfaction or complaints expressed with our policies or decisions about individual cases, funding, or requests for legal advice and assistance
- matters that have already been fully investigated through this complaints procedure
- anonymous complaints

We refer to these types of comments or complaints as ‘non-service complaints’. These are handled differently, as set out in the ‘Irrelevant complaints’ section on page 6.

Our standards for handling complaints

- We can receive complaints by letter or email, or alternatively if required by virtue of reasonable adjustments. We treat all complaints seriously.
- You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness.
- We will treat your complaint in confidence within the Management.
- We will deal with your service complaint promptly. We will acknowledge receipt of a written complaint within five working days where we have a return address, and you can expect to have a full reply within 20 working days. In a few cases we will not be able to send a full reply within 20 working days of receipt, for example if your complaint is very complex. If this happens, we will tell you the reason why and let you know when we will be able to reply in full, keeping you fully informed of progress.
- We will not treat you less favourably than anyone else because of your:
 - sex or legal marital status: this includes family status, responsibility for dependants, and gender (including gender reassignment, whether proposed, commenced or completed)
 - colour or race: this includes ethnic or national origin or nationality
 - disability
 - religious or beliefs
 - any other unjustifiable factors, for example language difficulties, age, pregnancy and maternity.

Third Party Reporting

Complainants may wish to have a third party act on their behalf. A third party is any person or organisation acting on behalf of or making enquiries for the complainant. For example, third parties may include:

- advice organisations
- professionals such as social workers, community psychiatric nurses, doctors or solicitors
- family members or friends

Where a third party is helping a complainant with a particular complaint, we need written consent to that effect. Where we have this authority, we will endeavour to take all possible steps to keep the third party informed of progress on the complaint.

We do not need written consent if a MP or elected Councillor is helping a constituent with a complaint, and we can disclose information to them in response to their enquiries.

Also, some lawyers and attorneys are legally empowered in certain circumstances to act on behalf of a complainant, and consent to disclose information is not required.

Confidentiality

All complaints received will be dealt with confidentially where subject to the need to disclose information as required by statutory authorities, and/or as a result of statutory, legal or parliamentary obligations placed on the Management.

Subjects of the complaint

The subject of the complaint should relate specifically to one or more of the following, or comparable issues:

- Failure of INTEC to meet obligations including those outlined in course/student handbooks
- Misleading or incorrect information in prospectuses or promotional material and other information provided by INTEC
- Concerns about the delivery of a programme, teaching, supervision or administration and other services
- Poor quality of facilities, learning resources or services provided directly by INTEC
- Complaints involving other organisations or contractors providing a service on behalf of INTEC

Complaints relating to allegations of bullying, harassment or victimisation by members of staff are associated with the UiTM Private Education Sdn Bhd (UPESB) Codes of Conduct and should be addressed to the Head of Human Capital. Student

Affairs Office will be informed that a complaint has been made and against whom, (no further details will be divulged).

INTEC reserves the right to appoint one investigating officer to consider the issues within the parameters of Disciplinary Procedure about the behaviour of students towards other students are within the scope of Student Regulations.

Irrelevant complaints

Challenges to the academic judgement of a member of staff and/or School. The Office of the Independent Adjudicator will not interfere with the operation of a INTEC's academic judgement. Dissatisfaction with a mark and/or the academic judgement of INTEC is not covered by INTEC's policies. Cases where complaints are upheld and there has been a clear impact on an academic outcome may, however, lead to an academic conclusion e.g. allow a student a further attempt at an assessment.

- Cases better suited to consideration under the Academic Appeals Policy, including:
 - A concern about a decision made by an academic body regarding student progression, academic assessment and award.
 - A concern about a decision made under specific regulations.
 - A concern about a School decision relating to an extenuating circumstance claim on the basis of a procedural irregularity
- Disagreement with a policy/regulation rather than its application. In this instance, the matter should be raised by the student with the relevant student representative at Student High Committee, and to raise it at the appropriate channel.
- Non-academic matters raised by students who are studying by collaborative arrangement and who are studying away from INTEC at partner institutions.
- A matter of public interest.
- Matter relating to the financial aids, which has its own policy and procedure.
- Complaints about the Student High Committee, which has its own policy and procedure.

Where a student raises issues which do not fall neatly into the category of either complaint or academic appeal, INTEC will notify the student which specific issues will be considered under which specific procedure and direct the student to the

alternative appropriate procedure, for example the academic appeals procedure, for the remaining issues.

How to complain to us

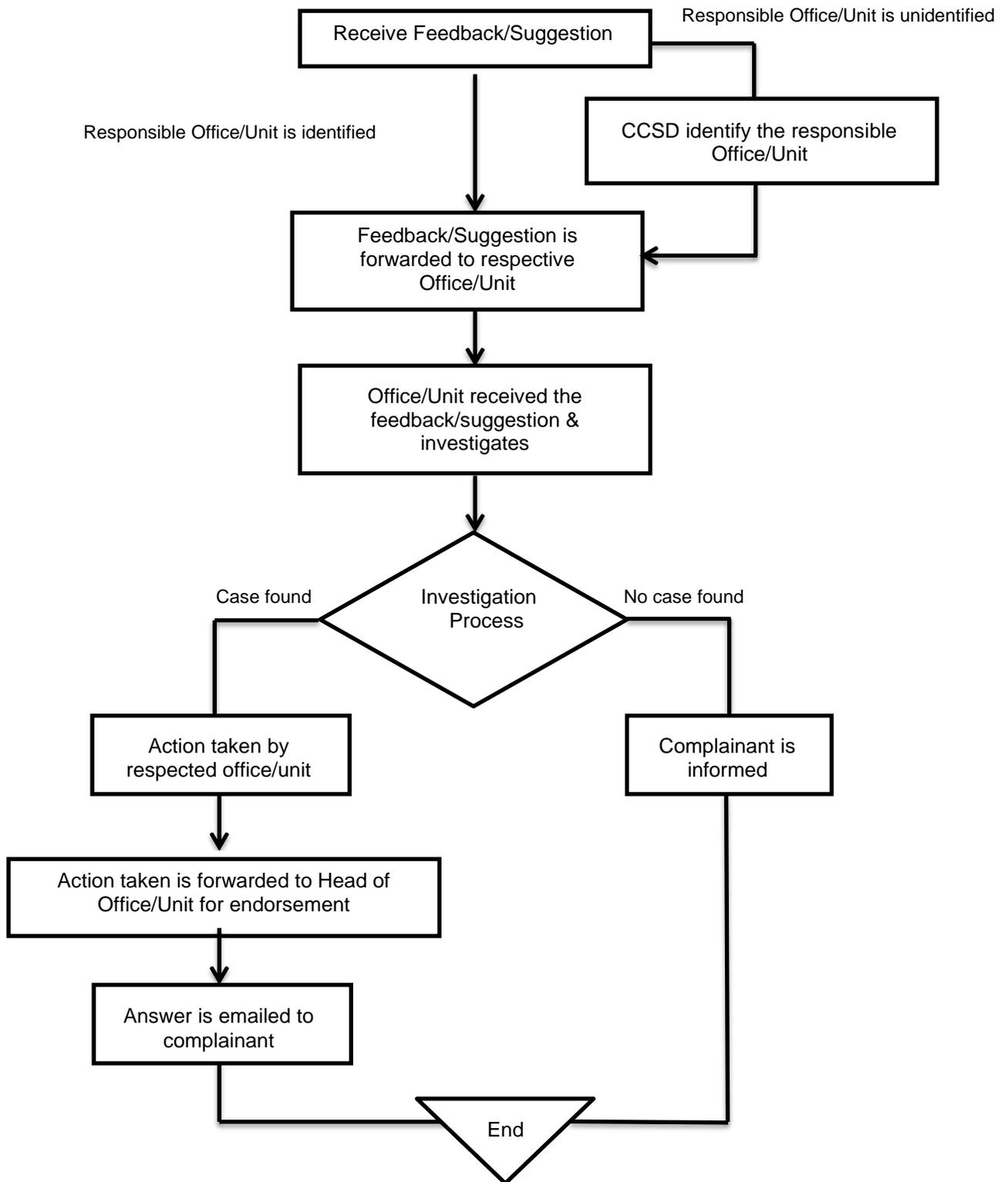
If you wish to make a complaint, you can do so by email or letter.

If you are disabled, and need a reasonable adjustment to ensure you can register your complaint, you can contact us alternatively by:

- Email to corporate@intec.edu.my
- Telephone 03-5522 7000/7232 (officers will help you by writing out your complaint)
- Writing out your complaint using customer feedback form at any of counter available within our compound.
- Any student that wishes to make a complaint to ACCA regarding INTEC is advised to follow INTEC's complaints procedure first. If the complaint is not handled to your satisfaction, you have the option to escalate your complaint to ACCA.
- If you have exhausted both your complaints process and ACCA's, you may escalate to the appropriate regulator. Details of which can be found on the ACCA website at the following link:
<https://www.accaglobal.com/gb/en/footer/toolbar/contact-us/unhappy.html>

Our contact details are in the Contacting Us section below. If you require different adjustments, let us know and we will try and put those arrangements in place where we can.

Standard Operating Procedure (SOP)



How we will respond to your complaint

The complaint handling procedure is quite straight forward as explained above. At each stage it will help us to resolve your complaint quickly if you can give us as much clarity and detail as possible, including providing any documents and correspondence and stating that you are making a complaint. If we do not have all the details required to deal with the complaint, we may contact you and ask you for further information.

Our Corporate Communications and Strategic Development is responsible for managing the handling of complaints including notifying you of the outcome. All complaints will be directed to the respective office/unit for their further investigation. Once a case is identified, the respective office/unit will take a solution action until it is approved settled by their head of office/unit. You will be notified once the case is closed

If case cannot be identified after a complaint is received, you will be further contacted for details, or you will be notified.

Timescales

We will acknowledge complaints within 5 working days of receiving each complaint. We will send a full response within 20 working days of receiving each complaint.

If you make a complaint in person to a member of our staff (at an event or meeting), we will record your complaint in writing within 3 working days and acknowledge it within 5 working days thereafter. We will then deal with your complaint in accordance with our policy for written complaints.

Extending time limits

We aim to complete our investigation into all complaints received within the timescales set out above. However, in a limited number of cases - for example, if a complaint is very complex or requires further breakdown, it may be necessary to extend the time limit to ensure we have all the information necessary to deal with it. If this is the case we will keep you informed of progress with the investigation, the reasons for the delay, and inform you of next steps.

Remedies

When we get things wrong, we will act to:

- accept responsibility and apologise
- explain what went wrong and why, and
- put things right by making any changes required
- learn lessons from mistakes and change policies and practices where proportionate and sensible to do so

The action we take to put matters right in response to a service complaint can include any combination of the remedies set out in the list below. The general principle we follow is that complainants should, so far as possible, be put in the position they would have been in, had things not gone wrong.

The remedy applied needs to be proportionate and appropriate to the failure in service and take into account what redress people seek when they complain. An apology is generally the most appropriate action, but other action may also be necessary in some circumstances.

List of remedies

- A full apology, explaining what happened and/or what went wrong. (an apology is not an acceptance of liability under Section 2 of the Compensation Act 2006)
- Remedial action, which may include reviewing or changing a decision on the service given to an individual complainant
- Provide the service required in first instance (immediately, if appropriate)
- Putting things right (for example a change of procedure to prevent future difficulties of a similar kind, either for the complainant or others)
- Training or supervising staff; or a combination of both

Recording complaints

Complaint details, outcomes and actions taken are recorded by us and used for service improvement. We record all complaints we receive and collate data to help us understand what types of problems are most prevalent, and how well we are doing to resolve them.

We value your feedback and expect to use it to help us to:

- get things right in the future if we have not done so already

- become more customer focused
- be more open and accountable
- act fairly and proportionately
- seek continuous improvement

We will handle your information so that it is only processed and retained appropriately and legally, in line with data protection legislation.

Feedbacks and non-service complaints

Quality of service is an important measure for us of our effectiveness. Learning from complaints, including non-service complaints (complaints not covered by this policy), is a powerful way of helping continuous improvement at the management and enable us to better deliver to our values and standards. All non-service complaints will be looked at by a responsible officer from the appropriate team, and a response, if required, sent to you directly within 20 working days where possible. Non-service complaints should be sent to the Correspondence Office/Unit.

As well as learning from your complaints we are also interested in ideas you may have on how we might do things better. We would also like you to tell us when we do things well.

Your feedback will be passed on to the relevant team and we will use them to help improve our service and the way we do things. You can make your comments (feedbacks) by contacting any members of our staff, or you can e-mail the Corporate Communications and Strategic Development at corporate@intec.edu.my.