



Complaints Policy

Atlas Star IT Centre

Introduction

It is the Company's Policy to encourage free communication between all of our learners, tutors, managers and Directors to ensure that any problems or questions regarding our service can be addressed and resolved quickly. Atlas Star IT Centre welcomes complaints and comments from all staff, learners, or external parties accessing any form of courses or following any other form of contact with any employee or Director.

Atlas is committed to undertaking a full investigation of any incident fairly and objectively and will take appropriate action following the completion of an investigation into any event or the actions of any individual. The complaints procedure covers complaints made by any person about any matter connected with the provision of academic services provided by Atlas. This procedure aims to settle any complaint a person may have relating to the courses, the tutor or the academic facilities.

Purpose

This policy ensures that all complaints from staff, learners, or external parties are handled in a fair, transparent, and timely manner. A separate Appeals Policy addresses learner concerns regarding assessment results.

Scope

This policy applies to:

- Staff and learners within the organisation.
- External stakeholders, including parents, guardians, or community members.

How to Raise a Complaint

1. Complaints can be submitted:
 - In writing via the official Complaints Form (available in person or on our website).
 - Via email to the institution's designated complaints officer:
complaints@atlasstar.com.np
 - Verbally, by speaking to the administration office.
2. The complaint must provide clear details, including:
 - The nature of the complaint.
 - Date(s) and time(s) of incidents (if applicable).
 - Names of individuals involved (if relevant).
 - Supporting evidence or documents, if available.



To Whom Should I Complain Initially?

Your complaint should be made in the first instance to the tutor/ employee providing the service to resolve complaints quickly and as close to the source of the complaint as possible, using the most appropriate means; for example, the use of mentoring.

The tutor may be able to resolve your concerns without the need to make a more formal complaint. Your complaint will be dealt with under the following principles:

- Natural justice.
- Fairness.
- Independence.
- Objectivity.
- Equal Opportunities.
- Consideration of special needs.

Timelines for Investigation

1. **Acknowledgement:** Complaints will be acknowledged within **3 working days** of receipt.
2. **Investigation:** The investigation will be conducted within **10 working days**. Complex cases requiring additional time will be communicated, and a revised timeline will be provided.
3. **Resolution:** The complainant will be informed of the outcome within **15 working days**.

The Complaint Investigation Process

1. **Step 1: Acknowledgement**
 - The Complaints Officer will confirm receipt of the complaint and provide a reference number for tracking.
2. **Step 2: Review**
 - Relevant parties will be interviewed.
 - Evidence and documentation will be reviewed.
3. **Step 3: Decision**
 - Findings will be summarized in a written report.
 - Actions to resolve the complaint will be communicated to the complainant.
4. **Step 4: Resolution**
 - The complainant will be informed of the outcome via email or a formal letter.



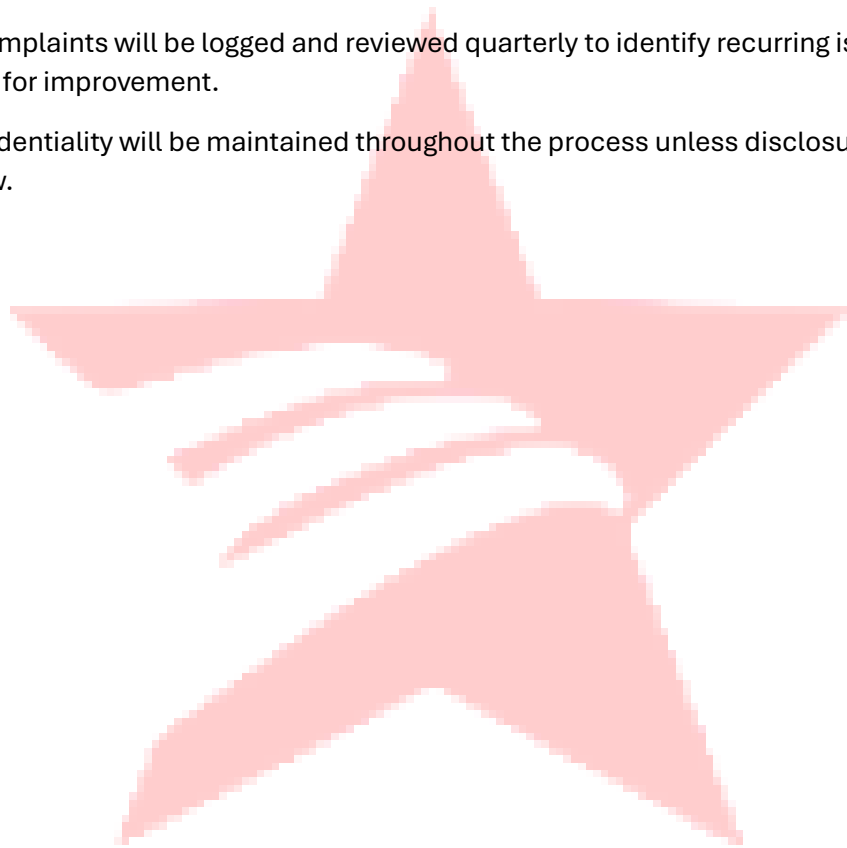
If the Complainant is Unsatisfied

If the complainant is not satisfied with the outcome:

1. They can request an internal review within **5 working days** of the outcome.
2. If the issue remains unresolved, the complaint can be escalated to:
 - The governing body of Atlas Star IT Centre.
 - Relevant external regulators or authorities, if applicable (e.g., accrediting bodies).

Monitoring and Reporting

- All complaints will be logged and reviewed quarterly to identify recurring issues and areas for improvement.
- Confidentiality will be maintained throughout the process unless disclosure is required by law.





Atlas Star IT Centre Complaints Form

(All sections must be completed to process your complaint.)

1. Complainant Details:

Tracking Ref: _____

- Name: _____
- Contact Number: _____
- Email Address: _____
- Status: (Please tick appropriate below)
 - Staff
 - Learner
 - External Party (Please specify): _____

2. Nature of Complaint:

- Please describe the issue in detail:

3. Date(s) of Incident (if applicable):

- _____

4. Individuals Involved (if applicable):

- _____

5. Supporting Evidence (if any):

- Attached
- Not applicable

6. Desired Resolution:

7. Declaration:

I confirm that the information provided is accurate to the best of my knowledge.

Signature: _____

Date: _____

Submission

Please return the completed form to the administration office or email it to complains@atlasstar.com.np