

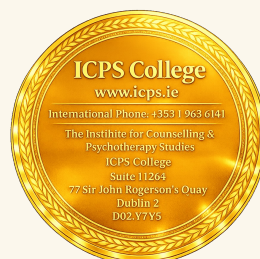


## Complaints Policy & Procedure

*A two-stage formal complaints framework supporting our commitment to quality education and accountable practice*

### The Institute for Counselling & Psychotherapy Studies *ICPS College, Dublin*

<b>DOCUMENT TYPE</b>	Institutional Policy · Quality & Governance
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# Our Complaints Policy

*We are committed to providing a quality education and training service to all our learners, maintaining high standards of conduct in our operations and working in an open and accountable way. By listening and responding to the views of our learners, we can improve the quality of our services to them.*

## Our Commitments to You

- ◆ Making a complaint is easy and straightforward
- ◆ We treat all complaints seriously and sensitively
- ◆ Complaints are dealt with promptly and politely
- ◆ We respond to complaints proportionately, ranging from an immediate informal apology through to a formal written response

## Informal Approach

An informal approach is appropriate when it can be achieved. Therefore, in the first instance, you should raise the issue with the member of staff concerned as soon as is reasonably practicable, in order that the matter might be resolved swiftly and informally. If, however, the matter cannot be resolved satisfactorily, you should follow our formal complaints procedure as set out below.

# Two-Stage Formal Complaints Process

## Stage 1 — Initial Formal Complaint

**Written Complaint to ICPS College.** You should make a formal complaint to us in writing. This can be by letter or by email. Your letter or email should set out:

- ◆ The details of your complaint
- ◆ How this has affected you as a result
- ◆ What you consider should be done to resolve the issue

### *Our Response Timeline*

STAGE	TIMEFRAME	WHAT HAPPENS
Acknowledgement	Within 3 working days	Receipt of your complaint is acknowledged in writing.
Initial response	Within 10 working days	We provide either our full response, or an interim response setting out why

## Stage 2 — Appeal to the Management Committee

If you are not satisfied with our response, you can appeal this by writing to our Management Committee. This should be by letter and addressed to the Chair of the Management Committee. Your letter should set out:

- ◆ Your original complaint
- ◆ Our response to that complaint
- ◆ The reason or reasons for your dissatisfaction with our response

### *Appeal Response Timeline*

STAGE	TIMEFRAME	WHAT HAPPENS
Acknowledgement	Within 3 working days	Your appeal is acknowledged in writing.
Review process	Up to 20 working days	The Chair of the Management Committee appoints a Committee member to
Final decision	Within 20 working days	The Management Committee's response to your appeal is delivered. The de

# Records, Confidentiality & Review

## Records of Complaints

We keep full records of all formal complaints. These records are maintained in accordance with our Record Keeping Policy and Data Protection commitments under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (Ireland). Complaint records are used to:

- ◆ Track the resolution of individual complaints
- ◆ Identify recurring themes that may indicate areas for institutional improvement
- ◆ Support the College's ongoing quality assurance processes and accreditation reviews
- ◆ Demonstrate compliance with the standards of our accrediting bodies, including the CPD Standards Office (Provider PDCD1110)

## Confidentiality

All complaints are handled with appropriate confidentiality. Information is shared only with those who have a legitimate need to know in order to investigate and resolve the complaint, or where disclosure is required by law.

## No Detriment

No student, staff member or member of the public will be subject to any detriment, disadvantage or discrimination as a result of making a complaint in good faith under this procedure.

***Important — External Recourse.*** *If, after exhausting our internal complaints procedure, you remain dissatisfied with the outcome, you may have recourse to external bodies including the relevant accrediting body or, where the complaint relates to data protection, the Irish Data Protection Commission. The Management Committee's decision concludes the College's internal process but does not extinguish your statutory rights.*

**APPROVED BY**

Head of Academic Standards & Accreditations

ICPS College · Dublin, Ireland

**DOCUMENT ENDS**