



Student's Complaints Policy and Procedure

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1. Purpose & Scope

Uniplural Academy, as a licensed institution regulated by the Malta Further and Higher Education (MFHEA), is responsible for the academic standards of awards made in its name and for ensuring that the quality of learning experiences is appropriate to enable students to achieve those standards.

We at Uniplural Academy work hard to give our students the best possible education and assistance. But nonetheless, we understand that there can be times when students have issues or complaints. In order to guarantee that any issues or complaints are handled swiftly and effectively, we developed this student complaint policy.

2. Policy Objective

Uniplural Academy aims to provide students with all the assistance they need, and when it comes to their feedback, we want to hear it. This policy's main objective is to ensure your issues are seen to and dealt with efficiently.

3. Procedures for Filing a Complaint

Step 1: Informal Resolution – The student should first try to resolve the issue informally by discussing it with the trainer or staff member involved. If the issue remains unsolved, student should then proceed to Step 2.

Step 2: Formal Resolution - The student should write a detailed complaint with the dept or person in charge of managing such concerns. A description of the situation, the names of any parties involved, and any supporting documentation should all be included in the complaint. The complaint should be submitted within 5 business days of the incident or issue.

Step 3: Review and Investigation - The individual or team in charge of processing the complaint will analyse and investigate it. During this procedure, the student might be required to give more information or supporting material.

Step 4: Response and Resolution - After seven business days of receiving the complaint, the person or department responsible for handling it will issue a written

explanation to the student. The response will go over the steps taken to address the issue and any additional ones that might be required.

4. Appeals Process

The decision may be appealed by the student, within five business days of receiving the response to the initial complaint, by sending a formal request on studentsupport@unipluralacademy.com . The reasons for the appeal should be explained in the appeal together with any additional material.

The Academy will evaluate the appeal and might ask the student for more supporting documentation or information. After receiving the appeal, the Academy will revert to the student within 7 business days. The answer will describe the activities taken to address the issue and any additional ones that might be required.

5. Confidentiality and Record Keeping

All complaints and appeals will be dealt with the greatest discretion and attention. The department or person in charge of resolving complaints and appeals will keep records of all such cases. The quality of our educational programs and services will be monitored and improved using the information in these records.