



Axon Consultancy Sdn Bhd

Complaints Policy

Version 1

Version Log

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Contents

1. Purpose	4
2. Scope	4
3. Staff Duties	4
4. The Principles	4
5. Guideline For The Process	5
6. Review	6
7. Knowledge And Skills.....	6

1. Purpose

- 1.1. Axon Consultancy delivers both short term training courses as well as long term academic programmes. This policy's objective is to provide a standard guideline in the handling of complaints raised by learners.

2. Scope

- 2.1.1. This policy is provided for Axon Consultancy Sdn Bhd's customers including learners, staff and clients who are engage in any programmes or courses that are delivered by Axon Consultancy Sdn Bhd.
- 2.1.2. This policy is applicable to all academic qualification that Axon Consultancy is delivering on behalf / franchised from any partner's universities or academic institutions.
- 2.1.3. This policy is applicable to all professional development courses that Axon Consultancy delivers.
- 2.1.4. This policy does not covers other services such as software application, business intelligence and etc. that are provided by Axon Consultancy

3. Staff Duties

- 3.1. Employees, Partners and Suppliers of Axon Consultancy Sdn Bhd are expected to understand this policy.
- 3.2. Employees of Axon Consultancy Sdn Bhd shall be expected to enforce decision making and procedures as stated in this policy.

4. The Principles

- 4.1. A complaint can be **defines** as "any expression of dissatisfaction that relates to Axon Consultancy and that requires a formal response"
- 4.2. The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.
- 4.3. Axon Consultancy's aim is to ensure that:
 - 4.3.1. making a complaint is as easy as possible
 - 4.3.2. we treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response
 - 4.3.3. we deal with it promptly, politely and confidentially
 - 4.3.4. we respond in the right way - fo example, with an explanation or apology

- 4.3.5. we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures
- 4.4. We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:
 - 4.4.1. resolve informal concerns quickly
 - 4.4.2. enable mediation between the complainant and the individual to whom the complaint has been referred An informal approach to dealing with a complaint may be appropriate; however, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure must be followed.
- 4.5. Axon Consultancy's responsibilities are to:-
 - 4.5.1. acknowledge the formal complaint in writing
 - 4.5.2. respond within the stated period of time
 - 4.5.3. deal reasonably and sensitively with the complaint
 - 4.5.4. take action where appropriate
- 4.6. Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Axon Consultancy maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

5. Guideline For The Process

- 5.1. Depending on the type of the course the learner is following. An academic qualification programme shall have up to 3 stages of complaints procedure while others has only the first 2. The stages are as follows:

- 5.1.1. Stage 1

If a complaint is unable to be resolved informally, the complainant should write/email their complaint to a relevant Axon Consultancy member, so that they have a chance to put things right. In the letter/email, it should set out the details of the complainant's complaint, the consequences for them as a result, and the remedy they are seeking.

Complaints will be acknowledged by Axon Consultancy within 2 working days of receipt of complaints. Complaints will be investigated by relevant Axon Consultancy staff members.

As part of the investigation regarding a complaint, a Axon Consultancy staff member may undertake interviews with the relevant people involved.

A complainant will be informed of the investigation outcome and decision within 10 days of a complaint being acknowledged (this may be extended, depending on the nature of the complaint).

5.1.2. Stage 2

If a complainant is not satisfied with the initial response to a complaint, they can write to Axon Consultancy director and ask for their complaint and the response from Axon Consultancy's staff to be reviewed.

Axon Consultancy's Director will acknowledge a complaint within 2 working days of the receipt of a complaint. Responses to complaints will be within 10 workings days of the acknowledgement.

Axon Consultancy aim is to resolve all matters as quickly as possible. However, some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, a complainant will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

5.1.3. Stage 3 (only applicable to programmes/courses that Axon Consultancy is deliver on behalf of other institutions)

If a complainant is not satisfied with the subsequent reply from Axon Consultancy Director then they have the option to contact the awarding body such as London Examination Board, Knowledge Universe and etc. with regards to their complaint. The relevant awarding body will undertake an investigation into any complaints received, in line with the Awarding Bodies Complaints Policy.

All documents relating to a complaint must be saved and stored securely in the center. The relevant awarding body must be given access to any information or documents regarding any complaints when requested.

6. Review

6.1. Axon Consultancy will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by the awarding bodies or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgments..

7. Knowledge And Skills

7.1. The knowledge and skills required to implement this policy will be transferred during induction process for new staff. A systematic training programme shall be implemented to

raise awareness of the requirements of the various assessment, and to ensure that staff are kept up-to-date with regards to any changes in the legislation or relevant technology.