

## Complaint Policy

### Introduction

Accountancy Training Centre (ATC) Complaint Policy governs all aspects of complaints directed to the Institution from all its stakeholders. This policy endeavors to provide a systematic, transparent, and fair process by which these complaints are received, processed, and resolved.

This policy will set out, among other things, what are considered complaints; the stakeholders that can file a complaint; methods of filing a complaint; categories of complaints; processing of complaints and the resolution of complaints.

It is expected that the majority of complaints will emanate from the Institution's student body and as such this policy is cognizant of this large category of stakeholder without neglect to the others.

### The guiding principles of this policy

ATC Complaint Policy is guided by the following principles which are in keeping with the institution's Core Values:

- ✓ All stakeholders are guaranteed an equal opportunity to file a valid complaint
- ✓ All valid complaints will be received and investigated thoroughly
- ✓ ATC will take all possible practical actions in resolving all complaints
- ✓ All effort will be made to ensure complaints are resolved in the shortest possible time
- ✓ All complainants have the right and ability to appeal any proffered resolution
- ✓ All complaints will be received and processed in the strictest of confidence
- ✓ No complainant will be treated indifferently after filing a complaint
- ✓ Complaints are a crucial feedback mechanism for continuous improvement of the Institution

### What are complaints

For the purpose of this policy document a complaint is an expression of discontent or dissatisfaction that any stakeholder, or group of stakeholders, convey to the Institution by any chosen method of communication.

A caveat to the forgoing is that the "discontent" or "dissatisfaction" should not be baseless, vengeful, or malicious in nature.



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## Stakeholders that can file complaints

All stakeholders can file a complaint to the Institution. These include students, employees, affiliate institutions, oversight institutions, statutory and regulatory agencies, creditors, bankers and any other individual or entity that is affected by the normal operation of ATC.

## Methods of filing a complaint

Complaints can be filed or expressed in the following ways:

<b>Verbal</b>	the stakeholder makes an oral presentation of his/her discontent to an administrative representative of the Institution either in person or via telephone.
<b>Written</b>	the stakeholder documents his/her discontent on paper and submits said document to an administrative representative of the Institution or sends it via post.
<b>Electronic</b>	the stakeholder documents his/her discontent in an electronic format and transmits said document to one of ATC's official email addresses.

## Characteristics of a complaint

Every complaint filed with the Institution must have the following to be considered a valid complaint:

1. Name of the complainant
2. The actual complaint (the dissatisfaction/discontent)
3. Where and/or when the dissatisfaction/discontent occurred
4. Any specific parties that created the dissatisfaction/discontent
5. Expectations of complainant

## Categories of complaints

This policy document categories complaints into three (3) levels that are based on the ease of resolution of the complaint. These categories are as follows:

**Tier 1 Complaints** These are complaints that are easily resolved by Front Desk Administrative personnel by way of explanation or on-the-spot remedial action. Generally, these complaints are related to operational issues and are resolved immediately or within a day or two.





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## **Tier 2 Complaints**

These are complaints that would need the intervention of the Institution's *Operations Manager* and would be more systemic in nature and may take between two to five days to be resolved.

## **Tier 3 Complaints**

These complaints would need the intervention of the *Directors* of the Institution and are invariably interpersonal issues between two or more categories of stakeholders. These complaints are generally resolved within a week or two depending on the amount of investigation that needs to be done.

## **Processing complaints**

### **Receipt and Documentation**

All complaints received will be accompanied by an official *Complaints Form* (see attached). Written complaints and copies of electronic complaints will be attached to the *Complaints Form* while verbal complaints will be documented on the said forms.

### **Acknowledgement of Receipt**

Complainants will be given an acknowledgement, via the same method of communication that the complaint was received, that their complaint has been received by the institution. They will also be provided with the name of the personnel assigned to handling their complaint and an approximate time they can expect a resolution.

### **Tier 1 Complaints**

Tier 1 complaints that can be dealt with immediately by Front Desk Administrative personnel will be resolved and signed off by the said personnel. Complaints that require some rechecking will be assigned to specific personnel and the complainant informed of who is dealing with it and when to expect a resolution of the matter.

When a complaint is resolved, the assigned personnel will document and date the resolution on the complaint form.

The *Operations Manager* will conduct daily evaluation of resolved and unresolved complaints to ensure policy compliance and will follow up on those that are over two days old and have not been resolved.

### **Tier 2 Complaints**

A Tier 2 complaint becomes apparent when Front Desk personnel recognize that they do not have the authority to investigate or attempt a resolution of such a complaint. They would immediately forward that complaint to the *Operations Manager* who would then initiate the necessary investigation after advising the complainant of when to expect a resolution of the matter.

All Tier 2 complaints are brought to the attention of the *Directors* who would periodically check to ensure the complaints are resolved and the resolution communicated to the complainant within the time frame agreed to.



All resolutions will be documented and dated on the complaint form.

## Tier 3 Complaints

The *Operations Manager* inability to deal with a particular complaint due to lack of authority to launch an investigation will qualify that complaint as a Tier 3 complaint and would be promptly referred to the *Directors* for action. The *Operations Manager* will, after consultation with the *Directors*, inform the complainant as to the likely timeline for the resolution of the matter and may continue to be the contact person for the complainant while the *Directors* conduct their investigations.

The resolution on the matter would be conveyed to the complainant either directly by the *Directors* or via the *Operations Manager*.

All resolutions will be documented and dated on the complaint form.

## Appealing unsatisfactory resolutions

All stakeholders are free to seek redress if they are of the opinion that the resolution to the complaint they filed is not to their satisfaction.

The structure for this is as follows:

- Resolutions offered by Front Desk personnel can be appealed to the Operations Manager
- The resolutions given by the *Operations Manager* can be appealed to the Directors
- The resolutions communicated by the *Directors* can be appealed to an appropriate awarding organisation via their complaints policies found at the links shown below:

ACCA (Association of Chartered Certified Accountants)

<https://www.accaglobal.com/gb/en/footer-toolbar/contact-us/unhappy.html>

ABE (Association of Business Executives)

<https://www.abeuk.com/sites/default/files/files/ABE%20Appeals%20Policy%20v4.1%20CLEAN.pdf>



- If the resolutions offered by any of the awarding organisations are not satisfactory, an appeal can be made to an appropriate regulator of those organisations. The contact info for those can be found in the links shown in the preceding point.

## Accessibility to ATC Complaint Policy

ATC Complaint Policy will be available to the public on the Institution's official website (currently being revised). The Policy will also be referred to in the *Student Handbook* with a link provided for accessing it on the Institution's website.

Further, ATC will also have printed copies available at the Institution's Front Desk for any stakeholder that may wish to have a copy.

**: End**

