



## COMPLAINTS POLICY FOR LEARNERS

### REASON FOR THIS POLICY

This policy was created to inform learners of the processes available to them if they are dissatisfied with an instructor, coach, course delivery or materials.

### COMPLAINTS ABOUT INSTRUCTORS OR COACHES

If a learner is dissatisfied with their instructor or coach their first step is to inform the instructor or coach what their concern is. If they are uncomfortable addressing the instructor or coach as the first step, they can send an email or phone the Director with their concerns. The Director will then listen to their concerns and the Instructor or Coaches side of the story, and depending on the severity of the complaint will either suggest that the instructor and learner have a mediated conversation, or they will discipline the instructor and request an apology be given to the learner.

Step 1	Meet with the instructor or coach you have concerns about
Step 2	If you are uncomfortable taking step 1 then send an email or phone the Director and share your concerns.
Step 3	The Director will speak with the respondent to your complaint and after hearing their version will either request a change in their behaviour and possibly an apology, or suggest a mediated conversation with you, the complainant.
Step 4	If the complaint cannot be resolved the Director will meet with the Learner and they will co-create available options to meet the needs of the learner, or provide a refund.

If the Director is also your instructor and is the person your complaint is about, then you can share your concern directly with her, or with a coach who will provide the same steps that are available above.

If your complaint is not resolved to your satisfaction a refund will be offered.

### COMPLAINTS ABOUT COURSE DELIVERY OR MATERIALS

Please email the Director with your concerns so appropriate corrections can be made. If we are unable to satisfy your concerns a refund will be offered.

