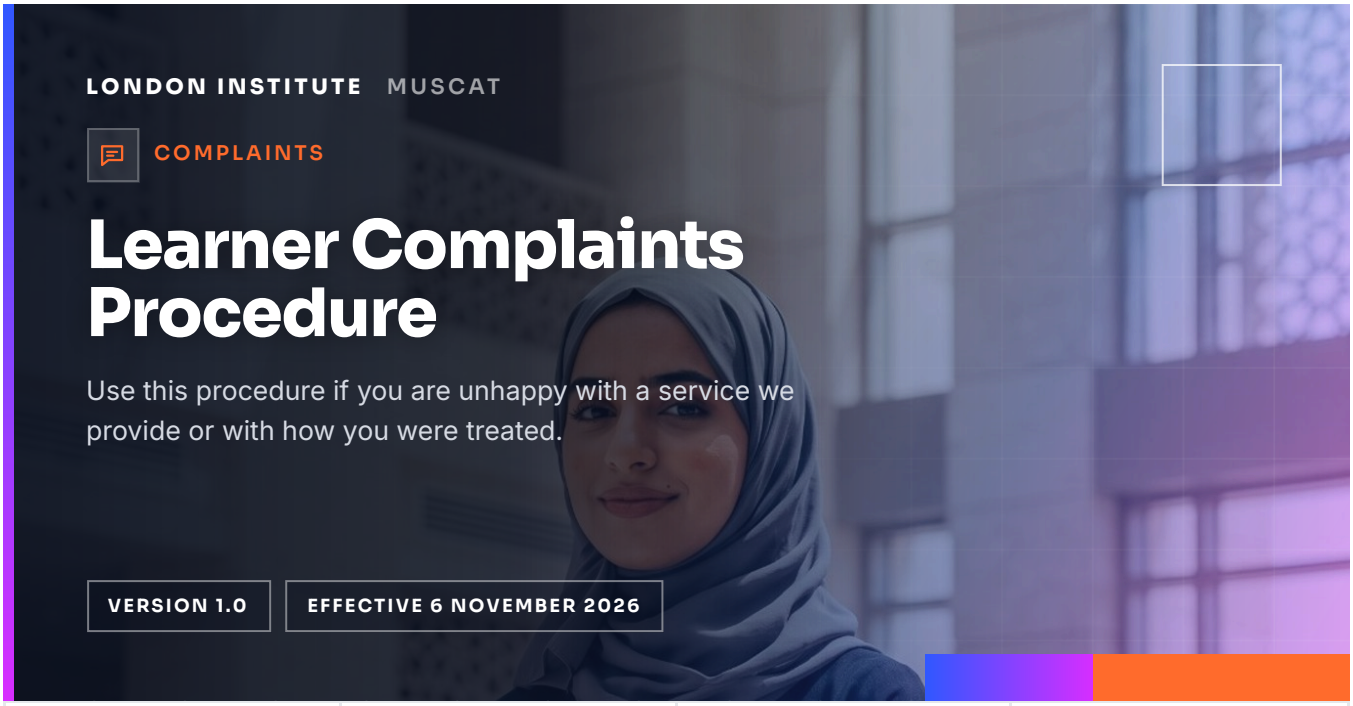


LONDON INSTITUTE MUSCAT

COMPLAINTS

Learner Complaints Procedure

Use this procedure if you are unhappy with a service we provide or with how you were treated.

VERSION 1.0 | EFFECTIVE 6 NOVEMBER 2026

DOCUMENT	LONDON INSTITUTE VERSION	INTERNAL APPROVAL	EFFECTIVE DATE
Learner Complaints Procedure	1.0	Mr. Issa Al Azri, Head of Centre	6 November 2026
POLICY OWNER	**AUDIENCE**	**NEXT REVIEW**	**CENTRE**
Head of Centre	Learners, parents and staff	November 2027	Al Nahda Training Institute LLC, trading as London Institute

Is this the right route?

- Use the Learner Complaints Procedure for concerns about teaching quality, timetabling, learner support, facilities, information, communication, fees administration, or the behaviour of staff or other learners.
- To challenge a mark, grade or assessment-related decision, use the Academic Appeals Procedure instead.
- If you are worried about your safety or someone else's, follow the Safeguarding Policy and speak to a member of staff straight away.

01 Who can complain

Current and former learners (within three months of leaving), applicants, and parents or guardians acting with a learner's consent. Complaints can be made in English or Arabic.

02 Stages and timescales

STAGE	HOW	TIMESCALE
1. Informal	Raise the issue with your tutor, the staff member concerned or Admissions. Most concerns can be put right quickly.	As soon as possible. We aim to resolve it within 5 working days.
2. Formal complaint	Write to the Quality Nominee (email or the complaint form), saying what happened, when, who was involved and what outcome you are looking for.	Within 20 working days of the issue. Acknowledged within 3 working days. Written response within 15 working days.
3. Review	If you are not satisfied with the formal response, ask the Head of Centre in writing to review it.	Within 10 working days of the response. Final decision within 15 working days.

03 How we handle complaints

- Complaints are investigated by someone who was not involved in the matter.
- You may bring a parent, guardian or friend to any meeting.
- Information is shared only with the people who need it to deal with the complaint.
- Making a complaint will not affect your studies, your assessment or how staff treat you.
- Anonymous complaints are considered where there is enough information to investigate.
- If a complaint is upheld, we tell you what we will do to put it right and what we have changed.

04 If you are still not satisfied

The Head of Centre's review is the final stage of the centre's procedure. If you believe the centre is not meeting the awarding organisation's requirements for delivering your programme, you can raise your concern with the awarding organisation. Admissions can give you the contact details.

05 Records

We keep a record of every formal complaint, the response and any action taken for at least 18 months. Complaints are reviewed each year to improve our services.

DOCUMENT HISTORY	Version 1.0 — internally approved by Mr. Issa Al Azri, Head of Centre. Effective 6 November 2026.