

**Complaints Policy (Education).**



<b>Policy</b>	<b>Complaints Policy.</b>		
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<b>Owner</b>	Education Officer		
<b>Review</b>	Annual		
<b>Version</b>	<b>Purpose / Change</b>	<b>Date</b>	<b>Reviewer</b>
V0.1	Draft policy	21/04/16	
V1.0	Sign Off	05/05/16	Geoff Stagg
V1.1	Addition of Education to title to differentiate between the exist general complaints process	05/02/18	Philip Roath

## Complaints Policy (Education)



The IAEA acts at all times to provide open and fair opportunities for learning, maintaining competence and raising professional standards within the industry. The IAEA welcome feedback, positive or otherwise, on all aspects of the education services offered.

The IAEA take every complaint and comment seriously and are committed to addressing any issues that are leading to complaints. To ensure complaints are dealt with swiftly and efficiently, the following process exists:

### Making a complaint

- In the first instance the complaint should be directed to the IAEA Administration Manager. By post to Sally Hurst. IAEA. The Firs, High Street, Whitchurch, Buckinghamshire HP22 4JU, by email to [sally@theiaea.org](mailto:sally@theiaea.org) or by telephone on 01296 642895
- All complaints received will be acknowledged in writing within 5 working days of receipt and usually providing a full response. Where this is not possible, a deadline will be given for completion of the investigations and updates will be provided as appropriate.
- In the event that it is felt that the complaint was not investigated satisfactorily or the situation has not been handled fairly or in an appropriate manner, then the matter must be referred in writing directly to IAEA President. This communication should include:
  - Complainants Name and address
  - Complainants IAEA registration number, if appropriate
  - Complainants preferred contact telephone number
  - Complainants recommended resolution
  - Copy of all previous communications with the IAEA regarding the subject of the complaint.

An acknowledgement will be sent and a full response within 14 working days or, if this is not possible, an update on current progress will be provided and an expected resolution date.

Complaint received (excluding appealing an exam result).



All complaints must be acknowledged in writing within 5 working days.



Administration Manager to investigate complaint with reference to the IAEA Officer relevant to the subject matter of the complaint and where a resolution can be provided within 5 working days, the resolution can be included within the complaint acknowledgement letter.



Where a complaint cannot be resolved within 5 working days, the complaint must be acknowledged in this timescale and details of the expected resolution date provided in the acknowledgement.



Definition of complaint resolution: A final decision has been communicated to the complainant.



All final responses to a complaint must include details of the appeals process and a referral to the Complaints Policy. "Should you feel that the complaint has not been investigated satisfactorily or handled fairly or in an appropriate manner, then the matter must be referred in writing directly to the IAEA President. Please refer to the Complaints Policy on the [www.iaea-online.org/exampolicies](http://www.iaea-online.org/exampolicies) for full details of the procedure.



Where a complaint refers to a qualification processes or materials. Details of the complaint must be added as an agenda item for discussion at the next Education Council meeting.