

Policy on Learner Complaints

Policy Procedure Protocol Guideline

Office of the Nursing and Midwifery Services Director (ONMSD): Consortium of Centres of Nursing and Midwifery Education (CCNME)

Title of PPPG Development Group:	Consortium of Centres of Nursing and Midwifery Education (CCNME)		
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1.0 Purpose

Learners have the right to complain without fear of reprisal. The CCNME will have due regard to the rights of all parties concerned and seek to resolve complaints in an open, transparent, supportive, confidential, fair and timely manner.

2.0 Scope

This policy applies to:

Academic Council	Programme Board & Committees	CCNME Programme Team	Complaints Committee	Learner
✓	✓	✓	✓	✓

3.0 Policy Statement

The CCNME has a clear mechanism for the management of complaints and is committed to ensuring that learner complaints are acknowledged, reviewed, acted upon and responded to and that the learning derived informs quality improvement and is used to improve the learner experience.

4.0 Roles and Responsibilities

	Academic Council	Programme Board & Committees	CCNME Programme Team	Complaints Committee	Learner
Responsible for implementation	✓	✓	✓	✓	✓
	Academic Council	Programme Board & Committees	CCNME Programme Team	Complaints Committee	Learner
Responsible for monitoring and review	✓	✓	✓	✓	✓

4.1 Academic Council

- 4.1.1 Provide oversight and monitoring of all academic matters as it relates to QQI validated programmes of education
- 4.1.2 Convene the members of the Complaints Committee as required

4.2 Programme Board and Committees

- 4.2.1 Provide oversight, maintain and enhance the academic quality of QQI validated programmes of education, including ongoing monitoring and review of programme provision, ensuring equitable learning opportunities are provided for learners in a supportive setting.

4.3 CNME Programme Team

- 4.3.1 Be familiar with this policy and processes
- 4.3.2 Provide information to learners regarding complaints procedure
- 4.3.3 Respond effectively to complaints in a timely manner
- 4.3.4 Collaborate with the complaints committee in the investigative process of a complaint
- 4.3.5 Support and facilitate improvement initiatives within their service.

4.4 CCNME Complaints Committee

- 4.4.1 Investigate a complaint by a learner that cannot be resolved at Point of Contact.
- 4.4.2 Have delegated authority from the CCNME Academic Council to make final decisions on complaints.
- 4.4.3 Determine a fair resolution on the outcome of a complaint and communicate the finding to the complainant, CCNME Programme Team and Academic Council.
- 4.4.4 Report its activity and decision making to the CCNME Academic Council.

4.5 Learner

- 4.5.1 Learners have a right to complain about a matter or issue of concern in relation to academic services provided by CCNME that do not meet the requisite standards.
- 4.5.2 Learners are expected to adhere to the Learners Code of Conduct.

5.0 Document Control

Document Title	Policy on Learner Complaints	
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	V.1.0	04/11/2022
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Supporting Documentation	<ul style="list-style-type: none">• European Association for Quality Assurance in Higher Education (ENQA). (2015). <i>Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)</i> [online]. Available from: https://www.engq.eu/wp-content/uploads/2015/11/ESG_2015.pdf [accessed 22 April 2022].• <i>Qualifications and Quality Assurance (Education and Training) Act 2012</i>. No. 28/2012 [online]. Available from: https://www.irishstatutebook.ie/eli/2012/act/28/enacted/en/html [accessed 31 January 2022].• Quality and Qualifications Ireland (QQI). (2017). <i>Policies and criteria for the validation of programmes of education and training</i> [online]. Available from: https://www.gqi.ie/sites/default/files/2021-11/gp-17-policies-	

	<p>and-criteria-for-the-validation-of-programmes-of-education-and-training.pdf [accessed 24 January 2022].</p> <ul style="list-style-type: none"> • Quality and Qualifications Ireland (QQI). (2016a). <i>QQI Sector Specific Independent/Private Statutory Quality Assurance Guidelines developed by QQI for Independent/Private Providers coming to QQI on a Voluntary Basis</i>. Dublin: Quality and Qualifications Ireland. • Quality and Qualifications Ireland (QQI). (2016b). <i>Core Statutory Quality Assurance Guidelines developed by QQI for use by all Providers</i> [online]. Available from: https://www.gqi.ie/sites/default/files/media/file-uploads/Core%20Statutory%20Quality%20Assurance%20Guidelines.pdf [accessed 30 January 2022]. • The Quality Assurance Agency for Higher Education. (2018). <i>UK Quality Code for Higher Education: Advice and Guidance - Concerns, Complaints and Appeals</i> [online]. Available from: https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/concerns-complaints-and-appeals [accessed 22 April 2022].
Related Policies & Procedures	<ul style="list-style-type: none"> • Procedure on Management of Learner Complaints [PDF, 5 Pages]
Related Resources	<ul style="list-style-type: none"> • Point of Contact Complaint Resolution Form • Point of Contact Complaint Escalation Form