

## COMPLAINTS POLICY

This procedure ensures that all matters of concern in relation to the Diploma in Sexual and Reproductive Health programme are given an opportunity to be heard, verified and resolved as part of a continuous process to improve client service.

Any student who wishes to express a concern, provide feedback or make a complaint about a service, practice, another student or staff member, should in the first instance address the issue with the Joint Committee. If a discussion with the Joint Committee does not resolve the matter to the student's satisfaction, a written complaint may be lodged.

