

# Learner Complaints and Appeals Procedure

*CERTH Lifelong Learning Centre (CERTH LLC)*

## 1. Purpose

This procedure sets out the way in which complaints and appeals from learners of CERTH LLC are submitted, recorded, and managed.

Its aim is to safeguard transparency, objectivity, and the effective handling of issues that arise during the educational process, as well as the continuous improvement of the services provided.

## 2. Scope

This procedure applies to all learners of the programmes offered by CERTH LLC.

It covers the submission and management of complaints and appeals relating to the educational process, the provision of services, and the administrative support of the Centre.

## 3. Definitions

A “complaint” is defined as any expression of dissatisfaction by a learner relating to the quality of the educational process, the provision of services, or the administrative support of CERTH LLC.

An “appeal” is defined as any formal challenge to a decision or outcome concerning participation in, assessment of, or completion of a programme.

Complaints may indicatively concern:

- the educational process (e.g. content, teaching),
- organisational or administrative matters,
- technical issues (e.g. the educational platform).

## 4. Method of Submission

Complaints and appeals are submitted by email to the Secretariat of CERTH LLC.

Submissions should include a clear description of the matter, together with the necessary contact details of the person concerned.

## 5. Complaints Management Procedure

The management of complaints and appeals is carried out as follows:

1. Recording: The complaint or appeal is recorded by the Secretariat of CERTH LLC.

2. **Assessment:** The request is examined by the relevant instructor and/or the Management of CERTH LLC, depending on its nature.
3. **Investigation:** The necessary information is gathered to understand and evaluate the matter.
4. **Response:** The person concerned is informed of the outcome of the request within the prescribed time limits.
5. **Archiving:** The request and its final handling are recorded for monitoring and improvement purposes.

## **6. Time Limits**

CERTH LLC makes every effort to examine and respond to submitted complaints and appeals within ten (10) working days from the date of their submission. In cases where further investigation is required, the person concerned is kept informed of the progress of the request.

## **7. Confidentiality and Data Protection**

All complaints and appeals are handled with confidentiality and with respect for the personal data of those concerned. The processing of data is carried out in accordance with the General Data Protection Regulation (GDPR), the applicable national legislation, and the relevant policies of CERTH LLC.

## **8. Right of Appeal / Review**

In the event that the person concerned is not satisfied with the initial response, they have the right to submit an appeal or a request for review.

The appeal is examined by the Management of CERTH LLC or by a competent person or body appointed on a case-by-case basis, depending on the nature of the request, and the final decision is communicated to the person concerned.