



Grievance and Complaints Procedure

In the event of one of our members, (consultant tutor or student) having an issue with their experience at the Law Academy Ltd, we will strive to treat the matter with speed and sincerity. All issues will be taken very seriously.

This document is in relation to the procedures of The Law Academy Ltd. Any grievance regarding exam results, dates and deadlines or other processes in the control of CILEX (the awarding body) must be directed to The Chartered Institute of Legal Executives in accordance with their own grievance procedure.

Whenever possible, we will attempt to resolve an issue in a calm and amicable manner by informal means. If they feel able to do so, we encourage individuals to try to resolve the problem themselves at this stage. If this method proves insufficient, or if either party wish to take a more formal route, then the following 3 step process would be followed:

1. Put it in writing

The person bringing the complaint must put the grievance in writing (email) within 14 days of the incident or, if not an isolated incident, within 14 days of the end of term and address it to Helen Miller or Kelly Jones, outlining any specific details or aspects of the complaint.

The Director will acknowledge receipt of the letter or email as soon as is reasonably practicable.

If the complainant specifically implicates an individual or individuals, then that person(s) will be informed of the nature of the complaint against them in writing as soon as is reasonably practicable.

2. Meet and discuss

The Director will then conduct an investigation of the complaint and provide a response in writing. We will aim for 14 days from receipt of the complaint unless this is deemed to be insufficient to gather evidence or statements relating to the complaint, in which instance, a revised timescale will be agreed with parties involved.

Wherever possible, the complainant will be offered a meeting with The Director to discuss the findings. The meeting will be held with a minimum of 2 professionals of The Law Academy Ltd, at least one of whom will be a Director, and neither of whom will be implicated in the complaint.

Should the complainant, or those implicated in the complaint, wish to be accompanied by a friend or other representative, this will be permitted.

3. Decision

All parties will be provided with a summary of the meeting and the Director's decision in writing within 14 days of the meeting and any action agreed will be undertaken speedily.

4. Appeal

The wish to appeal must be put in writing to a Director of the Law Academy within 14 days of the original decision being discussed / delivered.

A second meeting will be arranged to discuss the appeal with an independent person also present who was not in attendance at the initial meeting.

The final decision will be given in writing. If necessary, a representative of the complainant's employer and / or a representative of the Chartered Institute of Legal Executives / CILEX Regulation (or other relevant awarding body) will be called upon to advise in relation to the final decision.

5. External complaints procedure

A student must complete The Law Academy's full complaints process (all stages); before the student can submit a complaint about The Law Academy to CILEX.

The link to the CILEX webpage on "Compliments, Comments and Complaints" is here:

[Compliments, Comments and Complaints \(cilex.org.uk\)](http://cilex.org.uk)

This procedure will be reviewed and updated annually unless a change in legislation requires earlier assessment.