

## **IBTC Student Complaint Procedure**

At IBTC, we pride ourselves on delivering a remarkable service, striving to ensure that every student receives professional and comprehensive tuition support. We are committed to fostering an environment where students feel valued, supported, and empowered in their educational journey. However, we recognize that there may be instances where our service may fall short of your expectations.

If, at any time, you feel that we have not lived up to our standard of remarkable service, we encourage you to voice your concerns through our Student Complaints Procedure outlined below. This procedure is designed to provide a structured and transparent process for addressing and resolving any issues you may encounter during your time with us.

### **Making a Formal Complaint**

Students can make a formal complaint by submitting a written complaint via email to [studentservices@ibtc.co.za](mailto:studentservices@ibtc.co.za). Complaints should clearly outline the issue(s) being raised and any relevant supporting documentation should be provided.

### **Acknowledgement and Response Time**

Upon receipt of a formal complaint, the complainant can expect an acknowledgment of their complaint within 2 working days. A full response addressing the complaint will be provided within 3 to 5 working days from the date of acknowledgment.

### **Treatment of Complaints**

All complaints will be treated with confidentiality and impartiality. A designated complaints committee comprising members of the IBTC management team will review the complaint. Information related to the complaint will only be shared with individuals directly involved in the resolution process.

### **Right to Appeal**

If the student is dissatisfied with the outcome of their complaint, they have the right to appeal. The appeal must be submitted in writing within 7 working days of receiving the response to the initial complaint. The appeal will be reviewed by an independent panel, and a final decision will be communicated within 10 working days.

## **For ACCA Students Only**

### **Escalation Process to ACCA**

If the student is not satisfied with the outcome of the internal complaint's procedure, they have the option to escalate their complaint to ACCA. ACCA will only consider complaints that have been through the institution's internal complaints process. Details on how to escalate a complaint to ACCA can be found on their website: <https://forms.accaglobal.com/contact-us>

### **Further Escalation**

If a student has exhausted both the institution's complaints process and ACCA's process without a satisfactory resolution, they can escalate their complaint to the appropriate regulatory body. Details of the regulatory body can be found on the ACCA website (<https://www.accaglobal.com/gb/en/footer-toolbar/contact-us/unhappy.html>)

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