



STRATWORTH
UNIVERSITY

Complaints Policy

At Stratworth University, we prioritize a positive learning experience for all learners. We understand, however, that issues may arise. Therefore, we welcome complaints as an invaluable source of feedback regarding our services, and we are determined to use the information gathered through complaints to drive improvements across our processes and services.

Initial Steps in Handling Complaints:

We encourage open communication. Discuss your concern directly with the relevant personnel or your Program Chair. Often, a candid conversation can resolve the matter quickly.

Formal Complaints:

If informal discussion doesn't work, consider a formal complaint under the Stratworth University Learner Complaints Procedure. For guidance, contact the Learner Complaints team via email at complaints@stratworthuniversity.org. They'll handle your request with sensitivity.

What Can Be Complained About:

- Unsatisfactory teaching, supervision, or services
- Staff conduct
- Misleading or incorrect institutional information

The Three-Stage Complaint Process:

Key Deadline: Please file a Stage 1 complaint within two months of the incident in question.

Stage 1: Informal Resolution

This initial stage focuses on reaching a solution through dialogue. You can email the relevant staff member directly. If unsure who to contact, email complaints@stratworthuniversity.org

While Reporting:

- Be clear and concise in outlining your complaint.
- Include any supporting documents.
- Clearly state your desired outcome.

Stages 2 & 3: Formal Procedures

- Stage 2 involves filling out a formal complaint form (You can find this in the CPD forms section) to initiate a more detailed investigation, including mediation.
- Stage 3 allows for a review of the Stage 2 outcome.

Following a Complaint:

After the process concludes, you'll receive a "Completion of Procedures letter," marking the end of the internal University complaints process. We maintain records of all complaints and make them available upon request. All complaints are regarded as confidential and discussed only with parties involved.

Support During the Process:

- We encourage seeking guidance from the Program Chair before beginning a formal complaint.
- You can bring a representative to meetings (as defined in the procedure).
- For support with stress or worry, contact the Learner Complaints Team.

This policy has been reviewed, approved & authorized by:

Name: Prof. Dr. Lawrence Emeagwali

Position: Company Director

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