
 ORDER OF MALTA IRELAND	Order of Malta Ireland Ambulance Corps	Policy no:	TRA-POL-009
		Version:	1.0
		Date:	25/09/2025
		Page:	1 of 8
Policy title:		Student Complaints and Investigations Policy	

Contents

1. Introduction:	2
2. Definitions and Abbreviations	2
3. Definition of a Complaint.....	2
4. Guiding Principles.....	3
4.1 Fairness.....	3
4.2 Confidentiality	3
4.3 Transparency	3
4.4 Responsiveness	3
4.5 Continuous Improvement	3
5. Complaint Handling Process	3
5.1 Lodging a Complaint	3
5.2 Acknowledgment of Complaint.....	4
5.3 Investigation of Complaint	4
5.4 Resolution of Complaint.....	5
5.5 Appeals Process	5
6. Roles and Responsibilities	6
6.1 Employees	6
6.2 Student Service Team.....	6
6.3 Investigators	6
6.4 Appeals Officer/Department.....	6
6.5 Senior Management.....	7
7. Record Keeping and Reporting	7
7.1 Record Keeping	7
7.2 Reporting	7
8. Review and Continuous Improvement.....	7
8.1 Policy Review	7
8.2 Continuous Improvement	8
10. Policy responsibility	8
11. Revision History	8

 ORDER OF MALTA IRELAND	Order of Malta Ireland Ambulance Corps	Policy no:	TRA-POL-009
		Version:	1.0
		Date:	25/09/2025
		Page:	2 of 8
Policy title:		Student Complaints and Investigations Policy	

1. Introduction:

The purpose of this Student Complaints Policy is to establish a structured and transparent process for handling student complaints. This policy ensures that all complaints from students are addressed in a fair, timely, and effective manner, fostering student/student satisfaction and continuous improvement in our products and services.

This policy applies to all students of OMI and covers complaints related to the OMI products, services, and overall student experience. This includes, but is not limited to:

- Issues related to the quality and performance of products.
- Concerns regarding the delivery and provision of services.
- Student service and interaction with company representatives.
- Billing, payments, and contractual disputes.
- Ethical concerns and breaches of company policy.

2. Definitions and Abbreviations


The following definitions and abbreviations are used in this policy:

PHECC	Pre Hospital Emergency Care Council.
OMI	Order of Malta Ireland

3. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction from a student, whether oral or written, regarding OMI products, services, or the behavior of its staff. This includes, but is not limited to:

- Problems with the quality, performance, or reliability of products and services.
- Delays in service delivery or failures to deliver promised services.
- Inappropriate or unprofessional behavior by employees or representatives.
- Ethical issues or allegations of misconduct.
- Disputes over billing, payments, or contract terms.

 ORDER OF MALTA IRELAND	Order of Malta Ireland Ambulance Corps	Policy no:	TRA-POL-009
		Version:	1.0
		Date:	25/09/2025
		Page:	3 of 8
Policy title:		Student Complaints and Investigations Policy	

4. Guiding Principles

4.1 Fairness

Complaints will be handled impartially, ensuring that all parties involved have the opportunity to present their viewpoint. Decisions will be made based on the merits of each case.

4.2 Confidentiality

All complaints will be treated with the utmost confidentiality. Information related to a complaint will only be shared with those directly involved in the resolution process.

4.3 Transparency

The complaint handling process will be transparent, and students will be kept informed about the progress and outcome of their complaint.

4.4 Responsiveness

Complaints will be addressed promptly, and students will receive timely responses at each stage of the complaint handling process.

4.5 Continuous Improvement

Feedback from complaints will be used to identify areas for improvement and to enhance the quality of OMI products, services, and processes.


5. Complaint Handling Process

5.1 Lodging a Complaint

5.1.1 How to Lodge a Complaint

Students can lodge complaints through multiple channels:

- **Email:** Send an email to training@orderofmalta.ie
- **Telephone:** Call our student service line at [016140025].
- **In Person:** Visit our office at (32 Clyde Road Dublin 4) and speak to a representative.
- **Mail:** Write to us at [Order Of Malta Ireland 32 Clyde Road Dublin 4].

 ORDER OF MALTA IRELAND	Order of Malta Ireland Ambulance Corps	Policy no:	TRA-POL-009
		Version:	1.0
		Date:	25/09/2025
		Page:	4 of 8
Policy title:		Student Complaints and Investigations Policy	

5.1.2 Information Required

When lodging a complaint, students should provide the following information to assist in the resolution process:

- Name and contact details.
- A detailed description of the complaint, including relevant dates and times. Course type and course ID number
- The names of any employees involved (if applicable).
- Any supporting documentation or evidence.

5.2 Acknowledgment of Complaint

5.2.1 Timeframe for Acknowledgment

All complaints will be acknowledged within 2 business days of receipt. This acknowledgment will confirm that the complaint has been received and is under review.

5.2.2 Method of Acknowledgment

Acknowledgment will be sent via the same medium through which the complaint was received, unless the student specifies an alternative method.

5.3 Investigation of Complaint

5.3.1 Assignment of Investigator

A qualified and impartial investigator will be assigned to handle the complaint. This individual will not have been involved in the matter leading to the complaint to ensure impartiality.


5.3.2 Investigation Process

The investigator will:

- Review the details of the complaint.
- Gather relevant information and documentation.
- Interview the student and any other relevant parties.
- Assess the evidence and determine the validity of the complaint.

5.3.3 Timeframe for Investigation

The investigation will be completed within 10 business days of acknowledgment of the complaint. If more time is required, the student will be informed of the delay and provided with a revised timeframe.

 ORDER OF MALTA IRELAND	Order of Malta Ireland Ambulance Corps	Policy no:	TRA-POL-009
		Version:	1.0
		Date:	25/09/2025
		Page:	5 of 8
Policy title:		Student Complaints and Investigations Policy	

5.4 Resolution of Complaint

5.4.1 Decision

Based on the findings of the investigation, a decision will be made regarding the complaint. Possible outcomes include:

- Complaint upheld, and corrective action taken.
- Complaint not upheld, and reasons provided.
- Further investigation required.

5.4.2 Communication of Decision

The decision will be communicated to the student in writing within 5 business days of the completion of the investigation. The communication will include:

- A summary of the findings.
- The decision and rationale.
- Any actions taken or planned to address the complaint.
- Information on how to appeal the decision if the student is not satisfied.

5.5 Appeals Process

5.5.1 Grounds for Appeal

Students who are not satisfied with the outcome of their complaint may appeal the decision on the following grounds:


- New evidence has emerged that was not considered in the original investigation.
- The complaint was not handled in accordance with this policy.
- The decision was based on incorrect or incomplete information.

5.5.2 Lodging an Appeal

To lodge an appeal, the student must submit a written request to the [Assistant National Director - Regulatory Compliance & Standards .ie] within 10 business days of receiving the decision. The appeal request should include:

- The original complaint reference number.
- The reasons for the appeal.
- Any new evidence or information to be considered.

5.5.3 Appeal Process

 ORDER OF MALTA IRELAND	Order of Malta Ireland Ambulance Corps	Policy no:	TRA-POL-009
		Version:	1.0
		Date:	25/09/2025
		Page:	6 of 8
Policy title:		Student Complaints and Investigations Policy	

The appeal will be reviewed by a senior manager or an independent panel who was not involved in the original investigation. The appeal process will involve:

- Reviewing the original complaint and investigation.
- Considering any new evidence or information.
- Making a final decision on the complaint.

5.5.4 Communication of Appeal Decision

The decision on the appeal will be communicated to the student in writing within 15 business days of receiving the appeal request. This decision will be final.

6. Roles and Responsibilities

6.1 Employees

All employees are responsible for:

- Understanding and complying with this Student Complaints Policy.
- Assisting in the resolution of complaints when requested.
- Reporting any complaints they receive to the appropriate department.

6.2 Student Service Team

The Student Service Team is responsible for:

- Receiving and acknowledging complaints.
- Providing initial responses to students.
- Forwarding complaints to the appropriate department or investigator.

6.3 Investigators


Investigators are responsible for:

- Conducting thorough and impartial investigations.
- Gathering and assessing relevant information and evidence.
- Making decisions based on the findings of the investigation.

6.4 Appeals Officer/Department

The Appeals Officer/Department is responsible for:

- Reviewing and handling appeals.
- Ensuring the appeals process is conducted fairly and impartially.
- Communicating appeal decisions to students.

 ORDER OF MALTA IRELAND	Order of Malta Ireland Ambulance Corps	Policy no:	TRA-POL-009
		Version:	1.0
		Date:	25/09/2025
		Page:	7 of 8
Policy title:		Student Complaints and Investigations Policy	

6.5 Senior Management

Senior management is responsible for:

- Ensuring the effective implementation of this Student Complaints Policy.
- Reviewing complaint trends and outcomes to identify areas for improvement.
- Supporting a culture of continuous improvement based on feedback from complaints.

7. Record Keeping and Reporting

7.1 Record Keeping

All complaints and related documentation will be recorded and stored securely in a complaints management system. This includes:

- Details of the complaint.
- Correspondence with the student.
- Investigation notes and findings.
- The final decision and any corrective actions taken.

7.2 Reporting

Regular reports on complaints will be prepared for senior management, including:


- The number and types of complaints received.
- The outcomes of complaints.
- Timeframes for resolution.
- Trends and recurring issues.
- Recommendations for improvements.

8. Review and Continuous Improvement

8.1 Policy Review

This Student Complaints Policy will be reviewed biannually to ensure it remains effective and aligned with best practices. The review will consider:

- Feedback from students and employees.
- Changes in relevant laws and regulations.
- Industry standards and best practices.

 ORDER OF MALTA IRELAND	Order of Malta Ireland Ambulance Corps	Policy no:	TRA-POL-009
		Version:	1.0
		Date:	25/09/2025
		Page:	8 of 8
Policy title:		Student Complaints and Investigations Policy	

8.2 Continuous Improvement

The Order of Malta Ireland is committed to continuous improvement and will use feedback from complaints to:

- Improve products, services, and processes.
- Train and develop employees.
- Enhance student satisfaction and loyalty.

9. Communication

This Student Complaints Policy will be communicated to all employees, contractors, and relevant stakeholders. It will be made available on the company's intranet and website.

10. Policy responsibility

Responsibility & ownership of this document lies with the Assistant Director for Training and will be reviewed at 2 yearly intervals or as changes required in line with PHECC training standards

11. Revision History

Version	Revision date	Revision by	Purpose
1.0	25/09/2025	R Cawley	Development and issue of new policy