

Malta ICOM Educational (MIE) is committed to achieving excellence in the delivery of education and training services. We set high standards for ourselves and seek to meet them. We welcome and encourage feedback from students and members of the public, as it helps us improve our services. This document is accessible online.

Feedback can take the following forms:

- **Compliments**
- **Suggestions**
- **Complaints**

Compliments/Suggestions

If you wish to provide positive feedback or suggest improvements, you may complete the feedback form included at the end of this document, available from Reception. You can also submit feedback via email to [insert email] or through the online portal.

Complaints

The Complaints Procedure is available to all stakeholders, except staff members, who should use the staff grievance procedure. Complaints about academic assessments (e.g., grades and marks) should follow the Academic Appeals Procedure.

First Step – Informal Complaint

If you are dissatisfied with an admissions decision, your teaching and learning experience or student treatment you received, we encourage you to address the matter informally with the relevant staff member immediately. Clearly explain your concern and seek their assistance in resolving it. Many issues can be resolved quickly and effectively at this stage.

Second Step – Formal Complaints Procedure

If your concern is unresolved, you may submit a formal complaint. This must be made in writing, either via the complaint form (available in Reception, or online) or by email to [chiara.ferrari@icomedicine.com or nathalie.chahine@icom-kine.fr].

The completed complaint form or letter should be addressed to the Vice-Principal. You hand it into the Quality Department or the Receptionist where you study or post it.

Process:

1. Complaints will be acknowledged within five (5) working days of receipt.

2. The Vice-Principal will assign a member of the management team who is unconnected to the issue to investigate the complaint.
3. An investigation will be conducted, and you will receive a response within twenty (20) working days, detailing whether the complaint has been upheld and any actions to be taken if it is upheld.
4. If additional time is required for complex cases, you will be informed and provided with an expected timeline.

Third Step: Appeal

If you are dissatisfied with the outcome of the investigation, you may appeal in writing to the Principal within **five (5) working days** of receiving the outcome.

Appeals Process:

1. The Principal will review the process and decision for compliance with institutional policies and relevant evidence.
2. You will receive a written response to your appeal within **ten (10) working days**.

External Review

If you remain dissatisfied after completing the MIE procedures, you may escalate the complaint to the accrediting body or relevant external authorities. Contact details for the accrediting body and instructions for escalation will be provided in the Principal's response. A formal "Completion of Procedures" letter will be required to pursue external resolution.

Digital Access and Inclusivity

To ensure accessibility:

- Complaint and feedback forms are available in alternative formats upon request.
- Complaints can be submitted via email to [insert complaints email] or through the online portal at [insert link].
- We are committed to handling complaints inclusively. If you require adjustments or support to engage with this process, please contact the Quality Office at [insert contact information].

Feedback and Quality Improvement

All complaints are reviewed periodically to identify patterns and drive improvements to our services. Anonymous summaries of complaints and outcomes may be shared with stakeholders to demonstrate accountability and commitment to excellence.

Formal Complaint Form

Name of Complainant: _____

If you are a student please give your ID Code, if known _____

Home address:

Post Code:

Telephone Number:

Have you already tried to resolve this complaint informally?

(See first step on page 3) Yes / No (Please indicate)

By completing this form you are making a formal complaint which will be investigated by a member of the ICOM Management Team.

Nature of complaint:

(You should include details of dates, time, place and people involved and highlight exactly why you are making a complaint)

Please continue overleaf if required à

Signed: _____

Date: _____

For monitoring purposes please complete by circling as appropriate:

GENDER: Male / Female

ETHNICITY:

DISABILITY: Disability / No disability

Please return this form to ICOM College

Compliments/Suggestions/Feedback Form

Name (please print) Mr / Mrs / Miss / Ms / Insert Other

Surname_____ Forename_____

If you are a student please give your ID Code, if known

If you are not a student or do not know your ID Code please provide us with your address and contact numbers:

Address

Postcode _____

Telephone Number(s)

Home _____ Mobile _____

Subject of Compliment / Feedback / Suggestion:

Please continue overleaf if required.

Department/Course _____

For monitoring purposes please complete by circling appropriate:

GENDER: Male / Female

DISABILITY: Disability / No disability

ETHNICITY:

Please return this form to the Quality Office, ICOM College