



Complaints Policy

Our Commitment

Sina Learn Academy is committed to providing high-quality training, assessment and services to our learners, clients and other stakeholders.

We recognise that concerns or dissatisfaction may arise from time to time. We take all complaints seriously and aim to ensure that complaints are handled fairly, consistently and in a timely manner.

This policy explains how to raise a complaint with Sina Learn Academy and how complaints will be handled.

Who Can Make a Complaint?

Anyone who receives or is affected by a product or service provided by Sina Learn Academy may raise a complaint.

A complaint may relate to concerns about the quality of a service, training, assessment, customer service or another matter within Sina Learn Academy's responsibility.

Where appropriate, learners are encouraged to raise their concern with the relevant tutor, assessor or Internal Quality Assurer (IQA) in the first instance.

If you are not satisfied with the response, or feel it is inappropriate to raise your concern with the tutor, assessor or IQA, you can contact the General Manager directly.

How to Make a Complaint

Complaints should preferably be submitted in writing and should provide sufficient information to allow Sina Learn Academy to understand and investigate the matter.

You can make a complaint using the following contact details:

Email: sinalearnofficial@gmail.com

For the attention of: Dorina Florentina Balan, General Manager

Telephone: 07946161873

When making a complaint, please provide as much relevant information as possible, including details of the issue, the service or course concerned, relevant dates and any supporting information or evidence.

How We Handle Complaints

Sina Learn Academy takes all complaints seriously and follows a formal process for recording, investigating and resolving complaints.



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Complaints are investigated by appropriately trained quality representatives. The investigation may involve gathering relevant information and evidence and speaking with people directly involved in the matter.

Where a complaint identifies an issue requiring action, Sina Learn Academy will establish appropriate corrective action to address the issue and, where appropriate, help prevent it from happening again.

Acknowledgement and Outcome

Sina Learn Academy will acknowledge receipt of a complaint **in writing within 14 business days**.

Following investigation, the outcome of the complaint will be communicated to the complainant. Where corrective action is required, the relevant actions will be followed through as part of the resolution process.

A complaint will be formally closed once the investigation has been completed and there are no outstanding actions relating to the complaint.

Appeals

If a learner or other individual is dissatisfied with a decision made following a complaint investigation, they may request a formal review of the decision through the appeals process.

An appeal must be submitted **in writing within 7 business days** of receiving the decision being appealed.

Appeals should be sent to:

Email: sinalearnofficial@gmail.com

For the attention of: Dorina Florentina Balan, General Manager

Where an appeal relates to an assessment or examination result, the appeal should include the candidate's name, date of examination, date of issue of results, subject or qualification, and the grounds for the appeal.

Sina Learn Academy will formally acknowledge appeals and communicate the outcome in writing. A response will be issued within **14 working days** of receipt of the appeal.

Assessment and Qualification Appeals

Where a complaint or appeal relates specifically to an assessment decision, academic judgement or qualification outcome, the matter will be considered in accordance with Sina Learn Academy's relevant procedures and, where applicable, the requirements and procedures of the relevant awarding organisation.



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Learners should complete the Sina Learn Academy complaints and appeals process before escalating a matter to an external organisation, where this is required by the relevant procedure.

Confidentiality and Records

Sina Learn Academy will maintain appropriate records of complaints and appeals and will use the information gathered to support investigation, resolution and continuous improvement.

Information relating to complaints will be handled appropriately and access will be limited to those who need the information for the purpose of investigating and managing the complaint.

Contact Us

If you have a concern about a Sina Learn Academy service, training programme, assessment or other matter within our responsibility, please contact:

Sina Learn Academy

Email: sinalearnofficial@gmail.com

For the attention of: Dorina Florentina Balan, General Manager

Telephone: 07946161873