



Document policy Number DTI/POL002

COMPLAINTS POLICY

MAY 2025

VERSION 1 MAY 2025

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1. Policy Statement

Dermal Training Institute is committed to providing a fair, transparent, and efficient process for handling complaints from students, staff, and stakeholders. This policy ensures compliance with:

- Kenyan Constitution (2010), Article 47 (Fair Administrative Action).
- TVET Act (2013) and TVETA Regulations.
- Data Protection Act (2019) for confidentiality.

2. Scope

This policy covers complaints related to:

- ✓ Academic Issues (e.g., unfair grading, exam malpractice).
- ✓ Administrative Failures (e.g., delays in certification).
- ✓ Discrimination/Harassment (gender, disability, ethnicity).
- ✓ Facilities/Services (e.g., poor hygiene in Learning areas).

Exclusions:

Criminal matters (referred to police).

Employment disputes (handled under Employment Act 2007).

3. Complaint Submission

A. How to Complain

- Written Form: Email (complaints@dermaltraining.institute.com) or hardcopy form.
- Verbal Complaints: Reported to Quality Assurance Officer (QAO) for documentation.
- Anonymous Complaints: Allowed but may limit investigation.

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B. Required Details

- Complainant's name & contact (unless anonymous).
- Description of issue (with dates/evidence if possible).
- Desired resolution.

4. Complaint Handling Process

Stage 1: Acknowledgement

Within 24 hours, the Quality Assurance Officer acknowledges receipt. A reference number is issued for tracking.

Stage 2: Preliminary Assessment

- Within 3 working days, the Complaints Committee (Academic, Admin, Student Rep) reviews:
- Validity of complaint.
- Urgency (exam-related complaints prioritized).

Stage 3: Investigation

- Within 10 working days, investigators:
- Interview involved parties.
- Gather evidence (emails, CCTV, witness statements).
- Recommend action.

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Stage 4: Resolution & Feedback

Final decision communicated within 5 days post-investigation.

Remedies may include:

Re-assessment for students.

Staff disciplinary action.

Policy changes.

5. Possible Outcomes

Examples NOT LIMITED to the below;

Complaint Type	Resolution
Exam Malpractice	-Re-take exam, suspension.
Delayed Certificates	-Expedited processing + apology.
Harassment	-Staff suspension, counselling.
Poor Facilities	-Repair timelines communicated.

6. Appeals Process

If unsatisfied with the outcome:

Internal Appeal: Submit to Dermal Training Institute Appeals Committee within 7 days.

External Escalation: Complain to TVETA or relevant authority if unresolved.

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7. Confidentiality & Record-Keeping

- All complaints stored securely for 5 years.
- Only authorized staff access records.
- Anonymized data used for annual review.

8. Policy Review

Annual audit of complaints to identify trends.

Updates made per Kenyan legal changes or institutional needs.

Implementation

- ✓ Display Policy on Dermal Training Institute website/noticeboards.
- ✓ Train Staff on complaint handling annually.
- ✓ Monitor Compliance via QA audits.

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