

PCN Complaints Procedure

Progressive College Network (PCN) is an organization representing an elite number of English language education providers in Ireland. PCN's primary aim is to promote Ireland as a quality destination of English language education. PCN members are expected to abide by best practice guidelines relating to English language education, adhere to PCN's Quality Assurance Charter, follow guidelines stipulated by QQI's *Trusted* scheme and those of EAQUALS code of practice.

PLEASE NOTE: Students, clients, stakeholders or employees of a PCN member institution wishing to make a complaint, must first follow the internal grievance procedures within the PCN member institution. If following the completion of this process, the individual is not satisfied with the outcome; they may escalate the matter to PCN.

PCN may receive a complaint from a student, client, stakeholder or employee regarding services provided or treatment received within a PCN member institution. The procedure is as follows:

Steps	PROCEDURE	Timeframe
1	- PCN receives a complaint form. - PCN acknowledges receipt of complaint form. - PCN forwards complaint to the designated PCN Ombudsman.	24 hours
2	- The designated PCN Ombudsman checks that all information has been completed in the form. - If information is missing, the designated PCN Ombudsman requests details from person lodging complaint.	1 – 2 days
3	- The designated PCN Ombudsman reviews all details of complaint made. - If the designated PCN Ombudsman does not agree with the complaint, the person making the complaint will be informed, and no further action will be taken by PCN. - If the designated PCN Ombudsman agrees with the complaint, they will inform the school/institution in question and ask them to respond to the complaint which has been made.	1 week
4	- The designated PCN Ombudsman reviews response from the school/institution in question. - If the designated PCN Ombudsman upholds the complaint after reviewing the response, the designated PCN Ombudsman will try to mediate between the member school/institution and the person making the complaint. - If the designated PCN Ombudsman does not uphold the complaint after reviewing the response from the school/institution, the person making the complaint will be informed, and no further action will be taken by the designated PCN Ombudsman.	1 week
5	- If the person making the complaint is not satisfied with the outcome, they may take their complaint to an alternative designated PCN Ombudsman. This is done via PCN. - The designated PCN Ombudsman will prepare a summary report of the procedure which has been followed and supporting documentation and any other relevant documents. This is sent to an alternative designated PCN Ombudsman. PLEASE NOTE: The PCN Ombudsman is an independent person(s) designated by PCN. This person(s) is chosen for their deep knowledge of the English language education sector. This person(s) would have no connection or affiliation with the institution to which the complaint is related.	1 week
6	- The designated PCN Ombudsman reviews the complaint and all of the related documentation, examining these against the PCN Quality Assurance Charter, Guidelines of QQI's <i>Trusted</i> Ireland scheme, EAQUALS code of practice and best practices of English language education. - The designated PCN Ombudsman will prepare a report outlining the conclusions reached and indicating any additional steps which are to be followed. - The designated PCN Ombudsman sends the report to PCN who forwards it directly to both parties involved.	2 -4 weeks
	The designated PCN Ombudsman's decision is final.	



PCN COMPLAINT FORM

This form is to be completed by anyone wishing to lodge a complaint about a school or institution which is an accredited member of PCN.

The form should be completed in full and emailed to info@PCNireland.ie as an attachment.

We will confirm receipt of your email and will respond to your complaint within a month of receiving it. This is to ensure there is sufficient time to fully investigate the complaint.

This complaint is against: (name and location of PCN member)	
Name of person making complaint	
Your current address and e-mail address	
Relationship with member organisation (e.g. student, client, staff member etc.)	
When did you first become a student, client or employee? (month/year)	
Are you still a student or employee there? If not, when did you leave? (month/year)	
Please summarise your complaint against the PCN member organisation. (Use the box below)	
Has the organization respected best practice for an English language education provider? If you think they have not respected them, please explain which clause or clauses they have NOT respected. (Use the box below)	
Have you complained directly to the member organisation, using their own complaints or grievance procedure? (PCN cannot consider complaints until the member's complaints or grievance procedure has been exhausted). (Use the box below)	



Did the member organisation take any action or respond after your complaint? Please give details. <i>(Use the box below)</i>
If they did not take any action, what reason did they give? <i>(Use the box below)</i>
In your opinion, what action should the member organisation take now? <i>(Use the box below)</i>
Any other important information? <i>(Use the box below)</i>

I (the undersigned) authorise PCN to show this complaint form and related documents to the PCN member concerned.

Full name:

Date: