



Policy Number COM 005

Trainee Complaints Policy

4.7 of Quality Assurance Policy QA190825

6<sup>th</sup> Cycle Amendment

Issued August 20 2025

Review Date August 2026



	<b>Trainee Complaints Policy</b>	<b>Page</b>	<b>2</b>
---	----------------------------------	-------------	----------

## 4.7 Trainee Complaints Policy

ThinkTalent is committed to ensuring that all trainees have access to a fair, transparent, and effective complaints process. This policy applies to all accredited and non-accredited programmes, and is aligned with the 6th Cycle Quality Assurance (QA) Policy (QA190825).

1. Trainees are encouraged to raise any concerns directly with the relevant ThinkTalent staff member most closely associated with the issue. The staff member will discuss possible approaches to resolve the matter informally.


2. Trainees may escalate their concern as an informal complaint with any member of staff. The staff member will document the concern and provide feedback on outcomes. If the trainee is dissatisfied with the outcome, they may proceed to lodge a formal complaint.

3. Formal complaints must be submitted in writing by email to the Head of Institute within 72 hours of the event giving rise to the complaint. The written complaint must include: (a) details of the complaint, (b) the impact on the trainee, and (c) the remedy sought.

4. Acknowledgement of the formal complaint will be sent by the next working day. Depending on the seriousness of the issue, the trainee may be invited to a meeting with the Head of Institute, accompanied by another impartial ThinkTalent staff member for transparency. All decisions, actions and outcomes will be communicated in writing within 21 days of acknowledgement (unless a different timeframe is mutually agreed).

Appeals: Trainees may appeal the decision within 72 hours of receiving the written outcome. Appeals must be submitted in writing to the Head of Institute, clearly stating the grounds for review. Each trainee is entitled to one appeal per complaint. The reviewed decision will be communicated in writing and shall be considered final.

This policy forms part of the wider Quality Assurance governance framework under QA Policy QA190825, ensuring transparency, accountability, and continuous improvement in line with MFHEA and international standards.

	<b>End of Document</b>
--	------------------------



Policy Number C4.7QA200825

Trainee Complaints Policy

Prepared by Jes Camilleri

Verified by Mario Cordina

Date August 20 2025

