



**Domino Institute Of
Professional Studies**

Complaints Policy and Procedures

Full Name:	Domain Institute of Professional Studies
Category	Student & Staff Support
Owner	Quality Assurance Department
Access	Public – Anyone can view this document
Version	0.1
Created Date	18-04-2025



**Domino Institute Of
Professional Studies**

Welcome to Domino Institute of Professional Studies

As a leading provider of professional education in Pakistan, we are pleased to welcome you to our academic community. This complaints policy reflects our institutional commitment to delivering high-quality education, safeguarding student welfare, and maintaining the professional standards that are the hallmark of the Domino Institute. DIPS is a nationally recognized academic institution, committed to enhancing educational accessibility through the implementation of contemporary pedagogical practices. In alignment with global educational trends and the increasing demand for flexible learning pathways, DIPS has developed a comprehensive and scalable distance learning model to complement its traditional on-campus delivery. This policy establishes a structured framework for ensuring the consistent delivery of high standards in distance education. It reaffirms the Institute's dedication to academic excellence, comprehensive student support, regulatory compliance, and the ongoing enhancement of its technological infrastructure. All provisions within this policy are aligned with the requirements set forth by OTHM, Ofqual standards, and the broader expectations of Pakistan's higher education sector.



1. Purpose

This policy ensures that all learners, staff, and stakeholders of Domino Institute of Professional Studies (DIPS) have a clear, transparent, and fair process to raise concerns or complaints. It aims to support continuous improvement and protect the rights of learners in line with OTHM and Ofqual expectations.

2. Scope

This policy applies to:

- All enrolled learners (current or past within 6 months of completion)
- Applicants to programmes
- External stakeholders such as parents, employers, or agents (on limited grounds)

It excludes:

- Academic appeals (handled under the Assessment Appeals Policy)
- Admissions decisions (see Admissions Policy)
- Malpractice or misconduct (covered under Academic Misconduct Policy)



3. Definitions

- **Complaint:** Any expression of dissatisfaction about services, facilities, staff behavior, academic delivery, or administrative practices.
- **Informal Resolution:** Initial attempts to resolve the issue directly and promptly with relevant staff.
- **Formal Complaint:** A written complaint submitted to management where informal resolution has failed or is inappropriate.
- **Review:** An appeal of the outcome of the formal stage, based on valid grounds.

4. Guiding Principles

DIPS adheres to the following principles:

- Accessibility and clarity of procedures
- Timely and fair resolution
- Right to confidentiality and data protection
- Right to be heard and represented
- Protection against reprisal for raising a complaint
- Continuous learning and improvement



5. Complaints Procedure

Stage 1: Informal Resolution

- Complainant should raise the issue within 14 calendar days of the incident by contacting:
 - Course instructor
 - Programme Coordinator
 - Student Services
- Staff will attempt to make a resolution within 7 working days.
- If unresolved, the matter can proceed to Stage 2.

Stage 2: Formal Complaint

- Submit a Formal Complaint Form (Appendix A) to:
complaints@domaininstitute.edu.pk
- Must be lodged within 30 calendar days of the incident or conclusion of informal resolution.
- The complaint is logged into and reviewed by the QA Department.
- Investigation includes:
 - Evidence gathering
 - Interviewing relevant staff and complainant
 - Proposed outcome (dismissed, upheld, partially upheld)



Timeline: Investigation completed within 28 working days of receipt.

Stage 3: Review / Appeal

- Grounds for appeal:
 - Procedural error
 - New evidence
 - Unreasonable outcome
- Submit a Review Request Form (Appendix B) to the Principal's Office within 14 days of formal outcome.
- Review Panel will be formed with 3 impartial members.
- Review decision shared within 21 working days.

6. Examples of Valid Complaints

- Poor teaching quality
- Inadequate facilities or digital access
- Unfair treatment by staff
- Disruption of scheduled sessions
- Delayed feedback or results



7. Frivolous or Malicious Complaints

- Repetitive, abusive, or dishonest complaints will be rejected.
- May result in disciplinary action if malicious intent is proven.

8. Anonymous Complaints

- Can be submitted but may not be fully investigated unless they raise serious concerns.
- Drop-box submissions on campus and anonymous web form available.

9. Confidentiality & Record Keeping

- All information is handled per Pakistan's data protection practices and aligned with UK GDPR where relevant.
- Complaint records kept secure for 3 years.
- Only individuals involved in investigation will have access.



10. Monitoring & Reporting

- All complaints logged in a Complaints Register maintained by the QA office.
- Quarter summary submitted to the Academic Board.
- Used as a basis for institutional improvement and reporting to OTHM when required.

Appendices

- Appendix A: Formal Complaint Form
- Appendix B: Complaint Review Request Form
- Appendix C: Summary Flowchart (for display on notice boards and VLE)



Complaints Policy – Appendices

- Domain Institute of Professional Studies
Effective: April 2025
Version: 1.0
- **Appendix A: Formal Complaint Form**
- Please complete this form and email it to: **complaints@domaininstitute.edu.pk**

Full Name:	
Student ID (if applicable):	
Contact Email and Phone:	
Date of Incident:	
Summary of Complaint (Please describe in detail):	
Steps Already Taken to Resolve the Issue (if any):	
Preferred Outcome:	



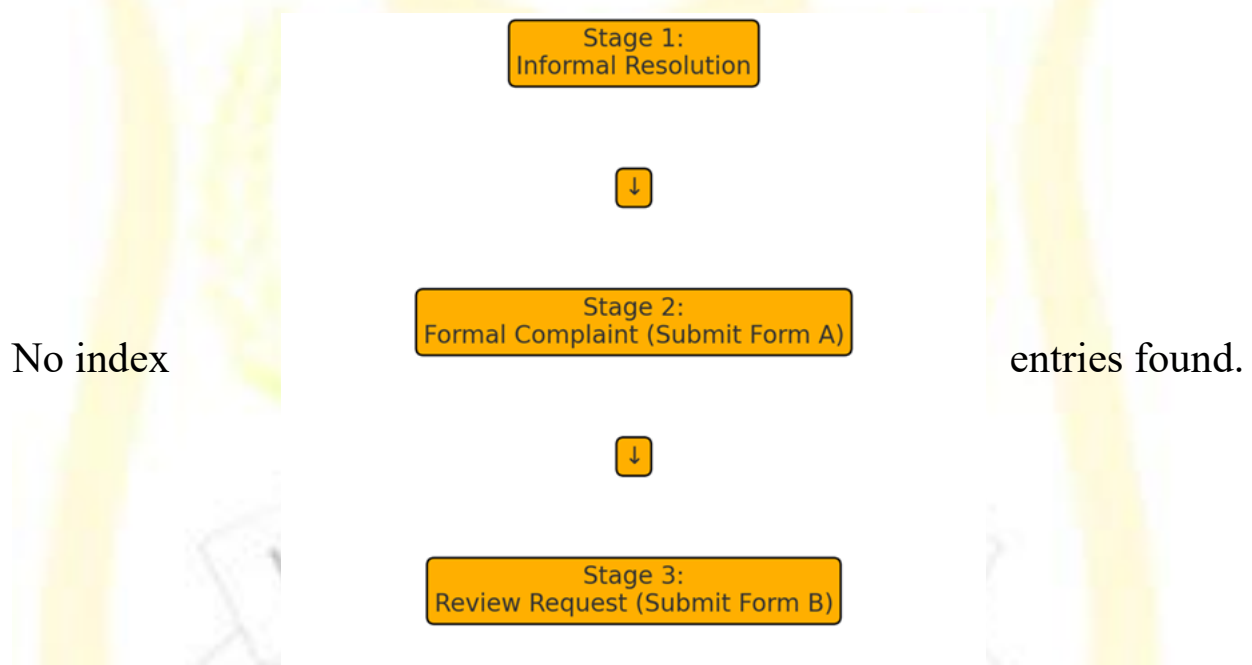
**Domino Institute Of
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- **Appendix B: Complaint Review Request Form**
- This form is to be used if you wish to appeal the outcome of a formal complaint.
Submit to: **director.domainio@gmail.com**

Full Name:	
Student ID (if applicable):	
Contact Email and Phone:	
Date of Original Complaint Decision:	
Grounds for Review (tick one): - Procedural Error - New Evidence - Unreasonable Outcome	
Explanation and Supporting Details:	



- **Appendix C: Complaints Procedure Flowchart**
- The following diagram outlines the complaints procedure at Domain Institute of Professional Studies:



Contact Domino Institute

For academic, technical, or support-related inquiries, contact us at:

Email: info@dominoenglish.pk

Signed:

Director, Domino Institute of Professional Studies