



MAURITIUS QUALIFICATIONS AUTHORITY



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# COMPLAINT HANDLING PROCEDURE (Training Institutions)

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MAY 31, 2019

MAURITIUS QUALIFICATIONS AUTHORITY  
Pont Fer, Phoenix

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## COMPLAINT HANDLING PROCEDURE

### (Training Institutions)

#### A. COMPLAINT

##### (i) What is a complaint?

For the purpose of this document, a complaint means:

This document sets out the Complaint Handling Procedures applicable at the Mauritius Qualifications Authority in the event a complaint is lodged against a training institution, or a manager, a programme officer or a trainer working thereat.

**“an expression of dissatisfaction by one or more individuals relating to training delivery, standard of service, action or lack of action by a Training Institution, manager, programme officer and trainer.”**

Examples include -

- an inadequate standard of service;
- the failure to provide a service;
- the inadequate and/or poor quality of training facilities and resources;
- the treatment, attitude or inappropriate behaviour by staff of the Training Institution towards students;
- the failure of a Training Institution to follow an established administrative process; and
- excessive fees charged to students.

##### (ii) How to make a complaint?

A complaint can be made either:

- 1) **In writing**
  - a) To the Director, Mauritius Qualifications Authority (MQA), Pont Fer, Phoenix, 73544; or
  - b) Through e-mail at [office@mqa.mu](mailto:office@mqa.mu); or
  - c) Submitted by fax: 6861441

Or

- 2) **In person**, by calling at the Mauritius Qualifications Authority (MQA) office and submitting a duly filled in Complaint Form available at the MQA reception desk and which can also be downloaded from MQA website [www.mqa.mu](http://www.mqa.mu).

**Note:**

*The nature of the complaint should be clearly spelt out and all details and documentation in support of the complaint should be provided, namely:*

- *The facts giving rise to the complaint;*
- *Name/s of party/ies involved;*
- *Copies of relevant documents/correspondences (e.g. offer letter(s), receipt(s) of payments for course fees, etc);*
- *Any other relevant document.*

**All written complaints should be duly signed by the complainant(s).**

**(iii) Anonymous complaints**

Anonymous complaints or grievances shall be investigated provided that sufficient evidence and relevant documentation are submitted and provided that further action is warranted. For anonymous complaints any communication/follow-up with the complainant, will not be possible.

**(iv) Complaint outside the purview of MQA**

Any other complaint not falling under the purview of the MQA will be referred to the relevant organisation.

**B. COMPLAINT HANDLING PROCESS**

**(i) Acknowledgment**

All complaints will be acknowledged within **three (3) working days** provided that correct contact details have been supplied.

**(ii) Investigating a Complaint**

When investigating a complaint, the Authority assesses the cogency of evidence to ascertain whether the complaint is genuine (that is, not frivolous and/or vexatious) and initiates actions in accordance with the Mauritius Qualifications Authority Act 2001 and the Mauritius Qualifications Authority (Training Institutions) Regulations 2009. In this context, the Authority may with or without notice, visit any training institution.

**(iii) Notifying the Training Institution of a Complaint**

In the event the complaint is not found to be frivolous or vexatious, the MQA will notify the training institution in writing that a formal complaint has been lodged against it. The training institution will have **seven (7) working days** from the communication of the complaint to it, to submit a written explanation to the Authority. However, the deadline for a written reply by the training institution may be extended at the Authority's discretion, if requested by the latter, prior to the deadline set. If the training institution does not comply to the Authority's request, necessary actions shall be initiated accordingly. The onus remains on the training institution to respond within the specified deadline.

**(iv) Processing Time**

Effective processing of the complaint starts on the date when all required information and documentation have been received at the MQA. It is to be noted that timely service delivery is only possible when all the required information is made available.

The MQA will do its utmost best to carry out the investigation of a complaint and make findings available, as far as possible, within **twenty (20) working days**. The processing time can however, be impacted upon by various factors beyond the control of the Authority and the complainant will be advised of any delay, if any.

**(v) Handling a Complaint**

In handling a complaint, the Authority may, amongst others -

- a) dismiss the complaint due to lack of evidence;
- b) effect a visit at the site of the training institution to review the situation;
- c) determine whether the training institution has complied with its relevant policies and procedures;
- d) make recommendations and/or suggestions to the training institution for improvement and necessary action;
- e) withdraw any approval, accreditation, or registration conferred upon a registered training institution; and
- f) report to Police for necessary action, in cases of gross non-compliances including swindling, forgery, etc.

## **C. OTHERS**

### **(i) Confidentiality**

All complaints shall be dealt with strict confidentiality and in accordance with the Data Protection Act.

All persons involved in all stages of the complaint, such as those identified below, shall deal with the complaint with utmost confidentiality -

- 1) referring the complaint;
- 2) processing the complaint;
- 3) providing advice and support;
- 4) reviewing and deciding upon appropriate complaint mechanisms; and
- 5) managing the workplace.

In the event of any breach of the confidentiality provisions, action will be taken accordingly.

### **(ii) Record Keeping**

All information, records, feedback received, and measures taken in respect to the complaint will be retained by the Authority and the training institution in accordance with the law.

#### **Note:**

*The MQA will not be involved in negotiations between the complainant and the training institution/other parties on issues such as refunds or other forms of compensation.*