



FIDI Complaints Policy

Florence Institute of Design International complaints handling procedure – a summary

You can make your complaint either in person, by telephone or in writing.

We at FIDI have a two stage complaints handling procedure. We will always try to deal with your complaint quickly, but where it is clear that the matter will require a detailed investigation we will tell you and keep you updated of our progress.

How we will deal with complaints

What happens when you have complained?

There are two stages to our complaints procedure, these are:

Stage 1 – Frontline resolution; and

Stage 2 – Investigation.

Please read on for more detailed information about the stages which detail what happens to your complaint

How long do you have to make a complaint?

We have a time limit for accepting complaints. Normally, you must make your complaint within two months of the event that you want to complain about occurring, or of finding out that you have reason to complain. In exceptional circumstances, we can accept a complaint after the stated time limit, contact the Complaints Manager to discuss this.

Stage 1 – Frontline resolution

We try to resolve complaints quickly and close to the point of service delivery. This could be giving you an on the spot apology and explanation where something has gone wrong, and taking immediate action to resolve the issue.

We will give you our response at Stage 1 – Frontline resolution within five working days, unless there are exceptional circumstances.

If we have been unable to resolve your complaint at this stage either you or your complaint handler may suggest that your complaint is moved to Stage 2 - Investigation, for further consideration

Stage 2 – Investigation

Complaints handled at Stage 2 - Investigation may be complicated and require detailed investigation before we can give you our response or may not have been resolved at Stage 1 - Frontline resolution.

When looking at complaints at Stage 2 - Investigation we will:

- acknowledge receipt of your complaint within two working days;
- discuss your complaint with you to confirm why you remain unhappy and what outcome you are looking for; and
- give you a full response to the complaint as soon as possible and within 20 working days.

We will always try to give you our full response to your complaint within 20 working days. If, for any reason, our investigation will take longer to complete, we will tell you and agree revised time limits with you and keep you updated on progress.

Any enquiries regarding this publication should be sent to us at:

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