



MINISTRY OF NATIONAL EDUCATION
CONSTANTA MARITIME UNIVERSITY

900663, CONSTANȚA, str. Mircea cel Bătrân, nr. 104, ROMÂNIA
Fax: +40-241-617260, Tel: +40-241-664740,
E-mail: info@imc.ro, Web: www.cmu-edu.eu



COMPLAINTS POLICY

Procedure

Constanta Maritime University Training Centre seeks to maintain and enhance our reputation of providing high quality training. We are committed to being responsive to the needs and concern of our trainees or potential trainees and to resolving your complaint as quickly as possible.

This policy has been designed to provide guidance to both trainees and training centre staff on the manner in which we receive and manage your complaint. We are committed to being consistent, fair and impartial when handling your complaint.

Objectives

Complaints policy is a complex investigation process managed by the CMU Rector, Training Centre Coordinator and Instructor, to solve the complaints that occur.

- You are aware of our complaint lodgement and handling processes,
- Both you and our staff understand our complaints handling process,
- Your complaint is investigated impartially with a balanced view of all information or evidence,
- We take reasonable steps to actively protect your personal information,
- Your complaint is considered on its merits taking into account individual circumstances and needs.

Complaint is considered by CMU Training Centre any written claim related to training activities.

1. Receive the complaint

General enquiries and correspondence related to the CMU Training Centre shall be directed to Training Centre Coordinator using the following ways:

Speaking directly with the staff

Completing a feedback form during courses

By writing to us: for the attention of Training Centre: 104 Mircea cel Bătrân St, Constanta 900663, Romania

By emailing to us: tc.registration@cmu-edu.eu

By telephoning to us: +40 721 287 877



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Information needed

To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details,
- The name of the person you have been dealing with about your training,
- The nature of the complaint,
- Details of any steps you have already taken to resolve the complaint,
- Details of conversations you may have had with us that may be relevant to your complaint,
- Copies of any documentation which supports your complaint.

2. Accurately record the complaint, identify the exact nature of the complaint

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

3. Decision making

Determine and agree upon appropriate action to resolve complaint (identify and review options in determining possible solutions, agree and confirm action to resolve the complaint with the trainee, demonstrate a commitment to the trainee to resolve the complaint, inform trainee of outcome of investigation of complaint). Any complaints or appeals raised as a result of the training process will be subject to training centre staff meeting. Matters escalated beyond the Training Centre will be dealt with in accordance with the CMU structure, and an institutional answer will be given.

4. Follow-up

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

Process in place

Constanta Maritime Training Centre is committed to resolving your issues at the first point of contact. If this will not be possible, a more formal process will be followed:



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- Receive, record and acknowledge the appeal in writing within two days from the decision made.
- Investigation the grounds of appeal (appeals will be accepted only if the appellant will provide evidence to indicate that the course was not delivered in line with course information and provider's publicity). Appeals will also be accepted if the appellant indicates that the responses to one or more questions are arguable.
- Two trainers from the Constanta Maritime University will evaluate the subject.
- If the appeal will not be accepted, the appellant will be informed in writing where the reasons will be explained.
- Inform the appellant about the decision made. Based on the analysis of grounds of appeal and the comments/arguments received from the trainers, Constanta Maritime University will inform in writing the appellant. The time allowed for solving the appeals will be two working days from the date of receipt).