

DMA Learning Complaints Procedure

The DMA treats all complaints, irrespective of the nature of the complaint, promptly with utmost care and attention. Most complaints are resolved quickly but some may need further investigation and may take longer to resolve. Any complaints in relation to any aspect of the learning must be made in writing via the following process:

- a) Complaint is raised in writing addressed to the Learning Operations Manager via email to customerservices@dma.org.uk
- b) High level details of complaint will be logged, allowing identification of suitable DMA investigator
- c) Complainant will be contacted via email to discuss details of complaint and to explain the investigation process.
- d) All aspects of the complaint will be looked into, including discussion with person to whom the complaint relates where applicable. A report will be compiled including suggested course(s) of action to resolve.
- e) Complainant will be contacted with a response to their comment and copy of report is shared for fairness.
- f) Internal review takes place where issues with process, procedure or personnel is found. Complainant has right to escalate to ombudsman if desired.