



**SPEEDLINK**

Institute of Technology and Innovation

# **SPEEDLINK INSTITUTE OF TECHNOLOGY AND INNOVATIONS (SITI)**

Policy and Procedure: Complaints Procedure

Policy Number: SITI-TD-CMP-001

Version: 1.0

Effective Date: 1st, February 2026

Approved By: SITI Board of Directors

## 1. Purpose

To provide a clear, accessible, and fair process for students to raise concerns or complaints about the quality of service, conduct of staff or students, learning environment, or administrative processes at SITI. This procedure ensures that complaints are resolved promptly, consistently, and without fear of retaliation, in alignment with SITI's core value of Integrity.

## 2. Scope

This procedure applies to all current and recently graduated (within 3 months of program completion) students enrolled in any SITI training pathway, including Individual Training, Corporate Training, Partner/Donor-supported initiatives, NYSC, and SIWES programs.

### What is covered (examples):

- Poor conduct or unprofessional behavior by a tutor, admin staff, technical team, or usher.
- Delays in issuing ID cards, certificates, or LMS access.
- Technical issues with LMS, lecture recordings, or AV equipment that are not resolved.
- Facility concerns (cleanliness, security, seating, power backup failures).
- Unfair treatment or disrespect by SITI personnel.
- Problems with communication (missed notifications, incorrect information).
- Issues with refreshments, venue logistics during events (Graduation Week, Motivate & Connect, etc.).

### What is NOT covered (refer to other policies):

- Appeals of academic grades, assessment outcomes, or certificate denial → Use Appeal Procedure.
- Discrimination, harassment, or serious misconduct → Use Grievance and Disciplinary Policy (separate).
- General dissatisfaction with course difficulty without a service failure → Not a complaint.
- Criminal matters → Report to law enforcement; SITI will cooperate.

## 3. Definitions

SN	Term	Definition
	Complainant	The student raising the complaint.
	Respondent	The staff member, student, or department against whom the complaint is made.

	Complaints Officer	The designated SITI staff member (typically the Training Coordinator or an appointed Admin staff) responsible for managing Level 1 complaints.
	Working Days	Monday through Saturday, excluding Thursdays and SITI-observed public holidays.
	Anonymous Complaint	A complaint submitted without identifying the complainant. SITI may investigate but action may be limited.
	Vexatious Complaint	A complaint made frivolously, maliciously, or repeatedly on the same issue after resolution.

**4. Guiding Principles**

- Accessibility: Any student may raise a complaint without needing legal knowledge or representation.
- Timeliness: Clear deadlines for each stage. Students should complain promptly (within 10 working days of the incident).
- Confidentiality: Information shared is limited to those necessary to resolve the complaint.
- No Retaliation: Complainants will not be penalized for good-faith complaints. Retaliation is a separate disciplinary offense.
- Proportionality: Resolution matches the seriousness of the complaint.
- Record-keeping: All complaints are logged, tracked, and reported anonymously for quality improvement.

**5. Procedure**

**5.1 Step 0: Informal Resolution (Encouraged but Not Mandatory)**

Students are encouraged to raise minor issues directly with the relevant person or department before filing a formal complaint. For example:

- LMS issue → Contact the Technical Team via the designated LMS support email or WhatsApp group.
- Tutor conduct → Speak to the Training Coordinator informally.
- Facility issue → Report to Admin staff.

If the issue is resolved within 3 working days, no formal complaint is needed. If not resolved, or if the student is uncomfortable raising the issue directly, they may proceed to a formal complaint.

## 5.2 Step 1: Formal Complaint – Complaints Officer Review

Deadline to File: Within 10 working days of the incident (or within 10 working days of realizing the issue, if it was hidden). Late complaints may be accepted at the discretion of the Complaints Officer for good cause.

**How to File:** The student submits a completed SITI Complaint Form (Appendix A) to the Complaints Officer (appointed by the Training Coordinator). Submission methods:

- Email to: support@speedlinkinstitute.org
- Physical drop-box at Admin office
- LMS-based complaint submission (if enabled)

### The form must include:

- Complainant's name, program, and contact information (anonymous complaints are accepted but may limit investigation).
- Name of respondent(s) (if known).
- Date, time, and location of the incident(s).
- Clear description of the complaint (what happened, who was involved, any witnesses).
- Supporting evidence (screenshots, photos, emails, witness names).
- Desired outcome (e.g., apology, corrective action, refund of a specific fee, retraining of staff).

### Review Process:

1. Acknowledgment: Complaints Officer acknowledges receipt within 2 working days, providing a unique complaint reference number.
2. Initial Assessment (within 5 working days): The Complaints Officer determines if:
  - The complaint is within scope → proceed to investigation.
  - The complaint is outside scope → refer to the correct policy (Appeal, Grievance) and inform the student.
  - The complaint is vexatious or without merit → dismissed with written explanation.
3. Investigation (completed within 15 working days of receipt):
  - Complaints Officer gathers information from the complainant, respondent, and any witnesses.
  - Interviews may be conducted in person or via video call.
  - The respondent is given 5 working days to provide a written response.
  - The Complaints Officer may request CCTV footage, LMS logs, or other records.
4. Outcome Decision: The Complaints Officer issues a written decision within 5 working days of completing the investigation, including:
  - Summary of the complaint.
  - Findings of fact (what is proven on the balance of probabilities).
  - Conclusion (complaint upheld, partially upheld, or not upheld).

- Any actions to be taken (apology, staff training, service recovery, minor compensation up to ₦50,000 or equivalent, process improvement).
- Right to appeal to Level 2 (see Step 3).

**Timeline:** Total from filing to decision should not exceed 25 working days unless extended with written notice to both parties.

### **5.3 Step 2: Appeal of Complaint Outcome – Review by Training Coordinator (if Complaints Officer is not the Coordinator)**

If the Complaints Officer is not the Training Coordinator (e.g., an appointed Admin staff), the student may appeal the Level 1 decision to the Training Coordinator.

**Deadline to Appeal:** Within 7 working days of receiving the Level 1 decision.

#### **Grounds for Appeal:**

- Procedural error in the investigation.
- New evidence that was not reasonably available earlier.
- The outcome was unreasonable based on the evidence.

#### **Process:**

1. Student submits a written notice of appeal to the Training Coordinator, stating the grounds and attaching the Level 1 decision.
2. The Training Coordinator reviews the file and may request additional information.
3. A written decision is issued within 10 working days. The Coordinator may uphold, modify, or overturn the Level 1 decision.

If the Complaints Officer is the Training Coordinator (i.e., the Coordinator handled Level 1), the appeal goes directly to the Board Secretary (see Step 3 below).

### **5.4 Step 3: Final Appeal – SITI Board Nominee**

If the student is dissatisfied with the Level 1 decision (or Level 2 if applicable), they may request a final review by Assistant General Manager

**Eligibility:** Only available for complaints that:

- Involve serious allegations (e.g., gross misconduct by a staff member).
- Involve potential financial loss to the student above ₦50,000.
- Raise a systemic issue that could affect multiple students.

**Deadline to Request:** Within 7 working days of receiving the Level 1 (or Level 2) decision.

**Process:**

1. Student submits a written request to the Board Secretary (board@speedlinkinstitute.org) with the full complaint history and reason for dissatisfaction.
2. The Board Nominee (appointed by the Board Chair) reviews the file without a hearing, unless the Nominee requests an interview.
3. A final written decision is issued within 15 working days. This decision is binding on SITI and the student.

**6. Special Cases****6.1 Anonymous Complaints**

SITI accepts anonymous complaints, but the ability to investigate and take specific action may be limited. Anonymous complaints will be logged and used for trend analysis. If the complaint contains sufficient detail (e.g., date, time, location, clear description), SITI may still investigate without identifying the complainant.

**6.2 Complaints Against a Complaints Officer**

If a student wishes to complain about the Training Coordinator (if they serve as Complaints Officer) or the appointed Complaints Officer, the complaint is automatically escalated to the Board Secretary as Level 1, bypassing the standard Level 1 process.

**6.3 Multiple Students with Same Complaint**

A group of students may submit a single joint complaint signed by all. SITI will respond to the group through a nominated representative. Individual remedies may vary.

**6.4 Complaints Involving External Partners**

If a complaint relates to a partner organization (e.g., EC-Council, a donor), SITI will investigate internally and, where appropriate, raise the matter with the partner. The student will be informed of SITI's findings, but final remedy may require partner cooperation.

**7. Documentation and Confidentiality**

- All complaint records are stored securely by the Training Department, separate from student academic files.
- Access is restricted to the Complaints Officer, Training Coordinator, and Board Secretary (as needed).
- Records are retained for 3 years after the complaint is closed.
- No information about a complaint is shared with third parties without the complainant's consent, except as required by law.

## 8. Reporting and Quality Improvement

The Training Coordinator includes the following complaint metrics in the monthly report to the Board (per Section 5.2 of the main SOP):

- Number of complaints filed (by category: staff conduct, technical, facilities, admin, other).
- Resolution status (resolved at Level 1, appealed, upheld, dismissed).
- Average resolution time (working days).
- Actions taken (staff training, process changes, refunds issued).
- Trends or recurring issues identified.

Significant complaint trends will trigger a process review under SITI's biannual SOP review (Section 5.3 of main SOP).

## 9. Related Documents and Policies

- SITI Comprehensive SOP (Version 2.0, April 2026)
- SITI Appeal Procedure (for academic decisions)
- SITI Grievance and Disciplinary Policy (for harassment, discrimination, serious misconduct)
- SITI Code of Conduct for Students
- SITI Staff Code of Conduct (internal document)

## 10. Policy Review

This Complaints Procedure will be reviewed biannually as part of SITI's SOP review cycle. Student feedback on the complaints process itself is welcomed and will be considered during review.

Appendix A: SITI Complaint Form (Level 1)

(To be available as a fillable PDF, paper form, or online submission)

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### Field Information

1. Complaint Reference No. (office use)
2. Date of Submission
3. Complainant Name
4. Program / Cohort
5. Student ID (if any)
6. Email Address
7. Phone Number
8. Preferred Contact Method  Email  Phone  WhatsApp
9. Name(s) of Respondent(s) (if known)
10. Date(s) of Incident(s)
11. Location(s) of Incident(s)

12. Category of Complaint (tick one)  Staff conduct (tutor/admin/technical)  Student conduct (peer)  Technical issue (LMS, AV, recording)  Facility or environment  Administrative process (ID card, certificate, payment)  Communication failure  Other (specify)
13. Description of Complaint (attach extra pages if needed) – include what happened, who was involved, any witnesses.
14. Supporting Evidence (list attachments: screenshots, emails, photos, etc.)
15. Has this issue been raised informally?  Yes (with whom? \_\_\_\_\_)  No
16. If yes, what was the response?
17. Desired Outcome (what would resolve this for you?)
18. Consent – I confirm that the information provided is true to the best of my knowledge. I understand that making a false complaint may result in disciplinary action.  Yes
19. Signature (or typed name)
20. Date

For Official Use Only (Complaints Officer):

- Received on: \_\_\_\_\_
- Acknowledged on: \_\_\_\_\_ (Ref: SITI-CMP-\_\_\_\_\_)
- Initial assessment completed on: \_\_\_\_\_
- Investigation completed on: \_\_\_\_\_
- Decision issued on: \_\_\_\_\_
- Outcome:  Upheld  Partially upheld  Not upheld
- Actions taken: \_\_\_\_\_
- Student notified on: \_\_\_\_\_
- Case closed on: \_\_\_\_\_

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## Institute of Technology and Innovation

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