

AGENT COMPLAINTS PROCESS INFORMATION DOCUMENT

October 2024

This document outlines the framework for addressing the complaints of prospective and existing students in relation to their educational counselling. We are committed to handling all complaints transparently, fairly, and efficiently, in line with our commitment to the Agency Quality Framework

Principles

1. **Transparency:** INTO will ensure that complainants are kept informed throughout the process.
2. **Fairness:** Complaints will be reviewed fairly, with all relevant information considered to assure an appropriate outcome.
3. **Confidentiality:** The privacy and confidentiality of all parties involved will be respected.
4. **Efficiency:** We aim to address and resolve all complaints promptly.

Complaint Resolution Framework

- **Submission**
 - We provide a dedicated webform for submitting complaints relating to educational counselling. Complaints can be submitted through our online webform, which is available [here](#)
- **Response**
 - Upon receipt, we will acknowledge all complaints within five working days to reassure you that your complaint is being addressed.
- **Assessment**
 - Complaints are then assessed to determine the appropriate course of action. This may involve an initial review, or a more detailed investigation – or a combination of both approaches - depending on the nature of the complaint. We will keep you informed about the progress of your complaint. We aim to conclude assessments of most complaints

within 30 days; if we think it will take longer to assess your complaint, we will let you know this, as well as the reasons for any extended timeline.

- **Outcome**

- After our assessment has concluded, we will let you know the outcome. If the complaint is upheld, actions will be taken to address the issue. Any measures that are taken will be proportionate to the nature of the complaint itself.

Appeals

If you are dissatisfied with the resolution of your complaint, an appeal process is available – we will let you know how to appeal a decision (if you would like to) when we inform you of the outcome of our assessment. Appeals may only be considered if you have concerns that the correct process has not been followed in the initial assessment of your complaint(s).

Policy Ownership

This policy is overseen by INTO's Agency Oversight Committee and is regularly reviewed to ensure it remains aligned with industry best practices.

Version history	Date	Owner
1.0	October 2024	Oli Selwood/Gordon Lunan