

College of Remote and Offshore Medicine Foundation



Complaints Procedure

December 2022

A. Definition of ‘Complaint’

According to the Merriam-Webster dictionary, a complaint can be seen as an expression of grief or dissatisfaction. A complaint within the academic context may be defined as any expression of dissatisfaction about CoROM’s action, lack of action, or the standard of service provided by the College or on its behalf. Appeals against applications or implementation of the rules and regulations or decisions regarding progression and refund requests are also treated as complaints.

B. The Complainants

Any student who feels unfairly treated or dissatisfied by the College’s decisions or standards of service may file a complaint.

C. Nature of Complaints

The student can file a complaint based on any of the following:

- Dissatisfaction with the College’s policies and procedures
- The College’s failure to follow the appropriate administrative process
- The quality and standard of any service which the College provides
- The quality of the learning experience provided by The College
- The College’s failure to provide a service
- The College’s failure to follow the appropriate administrative process
- Inappropriate behaviour by a student or staff member
- Dissatisfaction with the College’s policies and procedures

D. Timing of Complaint

Complaints will be accepted within one month of when the issue happened or when the student finds out that they have a reason for filing a complaint based on the found in section C of this policy document.

In exceptional circumstances, the College may accept a complaint after four weeks.

E. Where to send the Complaints

The complainant must be sent by email directly to the College office using this email address office@corom.edu.mt. Further information is listed in the complaints procedure below.

F. Complaints Procedure

When the complaint has been acknowledged, the procedure for the complaints follows three essential stages:

Stage One – Informal Resolution

The College aims to resolve complaints most efficiently and effectively as possible by encouraging early resolution within the department where the event happened. Informal resolution may vary from a formal apology, mainly if the issue stemmed from an unforeseen circumstance over which the College had no control. In specific cases, the College would require to refer to its staff to clarify and identify the nature of the complaint to provide the complainant with a detailed justification. If the complainant is unsatisfied with the rationale at this first stage, the College will guide the complainant to the second stage.

Stage Two – Formal Investigation

The College will conduct a formal investigation on all complaints that were not resolved during the first stage. This stage will address more complex complaints, often requiring formal analysis by the College executive management and the Executive Dean. Individuals who would like to make a formal complaint under this section should send a formal email to office@corom.edu.mt, which will be forwarded directly to the Executive Dean. The student must submit all supporting evidence.

Following submission of the complaint email, the College will acknowledge receipt within five business days and inform the complainant who will handle the case. The College will provide the complainant with the outcome of the investigation within ten business days. In extreme cases where the investigation will take longer, the Executive Dean will notify all involved before the ten-day deadline.

Stage Three – Complaints Resolution

The College will create a temporary committee to review the issues and inform the complainant accordingly. It will be chaired by the Executive Dean and composed of at least three faculty members. This committee will meet within ten business days and will provide a definite response to the complainant within ten business days of the meeting. In extreme cases that will take longer than expected to decide due to unforeseen circumstances, the Executive Dean will inform the complainant before the expiration of the tenth day.

Stage Four – Unsuccessful Complaints Resolution

If the complainant feels that the outcome of the complaint resolution by the College was unsuccessful, they may look to the Maltese Further and Higher Education Authority and file a complaint accordingly.