



STUDENT COMPLAINTS POLICY

EFFECTIVE DATE: 20 FEBRUARY 2025

SK Academy is committed to providing a supportive learning environment. We recognise that learners may raise concerns related to training delivery, administration, assessments, staff conduct, or institutional services. This policy outlines the process for submitting and resolving complaints in a fair, confidential, and timely manner.

1. Purpose

- 1.1 The purpose of this policy is to provide learners with a clear process for lodging complaints.
- 1.2 It ensures that complaints are handled consistently, professionally, and without discrimination.
- 1.3 It promotes transparency, accountability, and continuous improvement.

2. Scope

- 2.1 This policy applies to all enrolled learners, whether studying online or in-person.
- 2.2 Complaints may relate to teaching, facilitation, assessment, learner support, communication, payment administration, or conduct.
- 2.3 This policy does not replace academic appeals or certification verification processes, which may have separate procedures.

3. Guiding Principles

- 3.1 Complaints will be addressed with respect, fairness, and confidentiality.
- 3.2 Learners will not be victimised or discriminated against for submitting a complaint.
- 3.3 Complaints will be handled as quickly as possible while ensuring proper investigation.
- 3.4 Outcomes will be communicated clearly and in writing where appropriate.

4. Informal Resolution

- 4.1 Learners are encouraged to first raise concerns informally with the relevant facilitator, assessor, or administrative staff.

- **4.2** Many matters can be resolved quickly through clarification or support.
- **4.3** If not resolved informally, the learner may proceed to submit a formal complaint.

5. Formal Complaint Process

- **5.1** Formal complaints must be submitted in writing via email to **info@softkingsacademy.co.za**.
- **5.2** The complaint must include: Full name and ID number, Course / programme name, A detailed description of the complaint, Relevant dates, evidence, or supporting documents, and Desired outcome or resolution request.
- **5.3** Anonymous complaints may be reviewed, but may limit investigation and resolution ability.

6. Acknowledgement and Timeframes

- **6.1** Softkings Academy will acknowledge receipt of the complaint within **3 business days**.
- **6.2** Complaints will normally be resolved within **10–15 business days**, depending on complexity.
- **6.3** Where additional time is required, the learner will be informed and given progress updates.

7. Investigation and Resolution

- **7.1** Complaints will be investigated fairly by designated Academy management.
- **7.2** The Academy may request further information or conduct interviews where necessary.
- **7.3** Corrective actions may include administrative correction, service improvements, mediation, staff intervention, or training adjustments.
- **7.4** The final outcome will be communicated in writing where applicable.

8. Escalation

- **8.1** If the learner is dissatisfied with the resolution, they may request escalation for further review by senior management.
- **8.2** Where required, unresolved disputes may be escalated externally to the relevant regulatory or quality assurance bodies such as DHET, QCTO, or SETAs.
- **8.3** External escalation will only occur after internal processes have been exhausted unless legally required otherwise.

9. Confidentiality

- **9.1** All complaints will be handled confidentially and shared only with relevant parties involved in the resolution process.

- **9.2** Records will be kept securely and processed in line with POPIA requirements.

10. Contact Information

Email: info@softkingsacademy.co.za

Phone: +27 12 004 3732

Address: 58 Columbia Road, Clubview Forum, Clubview, Centurion, South Africa

For Attention: Mr Daniel Mahlaule