

# Complaints and Arbitration Policy and Procedure

Effective from 18<sup>th</sup> December 2025 [Version 1.0]

1. Definition of 'Complaint'

A complaint within the context of this policy document may be defined as any expression of dissatisfaction about Triagon Academy's action or lack of action, or the standard of service provided by the institution or on its behalf. Appeals against applications and/or implementation of the rules and regulations, or decisions regarding progression and refund requests are also treated as complaints.

## 2. The Complainants

Anyone who feels aggrieved or dissatisfied by Triagon Academy's decisions or standard of service provided (whether educational or operational) can file a complaint.

## 3. Nature of Complaints

Third parties can file a complaint based on the following:

- The quality and standard of any service which Triagon Academy provides
- Triagon Academy's failure to provide a service
- Triagon Academy's failure to follow appropriate administrative process
- An application and implementation of the rules and regulations
- The quality of the learning experience provided by Triagon Academy
- Unfair treatment
- Inappropriate behaviour by a student or staff member
- Harassment, in line with Triagon Academy's rules and regulations
- Dissatisfaction with Triagon Academy's policies and procedures.

Where Triagon Academy has a separate policy applicable to a specialised operational unit, complainants should refer directly to that unit-specific policy e.g. for contestations related to grades and results this falls under the respective examination committees (where applicable).

## 4. Timing of Complaint

Complaints must be filed within four (4) weeks of when the issue arises or when the individual finds out that he/she has a reason for filing a complaint based on the criteria set in clause 3.0 of this policy document. In exceptional circumstances, Triagon Academy may accept a complaint after the four-week timeframe.

## 5. Recipients of the Complaints

The complainant may use different channels to file a complaint, these may include but are not limited to: Academic Staff; Administrative Staff; Academic Management; Administrative Management; and the Quality Assurance Officer. In addition to a verbal or written complaint filed with one of the aforementioned parties, the complainant must send a copy of the complaint to the official student services mailbox of Triagon Academy ([studierendenservice@triagon.mt](mailto:studierendenservice@triagon.mt)). Further information is listed in the complaints procedure below.

## PROCEDURE

### 6. The process following acknowledgement of the Complaint

The procedure for the complaints follows four important stages:

#### 6.1 Stage One – Informal/Formal Resolution

Triagon Academy aims at resolving complaints in the most efficient and effective way by encouraging early resolution within the section or department that provides the service. Informal or Formal resolution may vary from a formal apology, particularly if the issue stemmed from an unforeseen circumstance which Triagon Academy had no control on. In specific cases, Triagon Academy management would require to refer with its employees (academic, administration and support staff) to clarify and identify the nature of the complaint in order to provide the complainant with a detailed justification.

In case the complainant is not satisfied with the justification at this first stage, Triagon Academy management will guide the complainant to the second stage.

#### 6.2 Stage Two – Formal Investigation

This stage deals with complaints which have not been resolved in the first stage. In addition, this stage aims at addressing more complex complaints which often require formal investigation by Triagon Academy executive management and the Triagon President (or delegate). Individuals who would like to make a formal complaint under this section should send a formal email to the official complaints mailbox of Triagon Academy ([studierendenservice@triagon.mt](mailto:studierendenservice@triagon.mt)). The individual filing the complaint must provide all supporting evidence; this includes but is not limited to: documents, emails, photos etc. The submission of complaints at this stage is treated as confidential.

6.2.1 Following submission of the complaint email, Triagon Academy will acknowledge receipt within five (5) working days and inform the complainant of who is dealing with the case – this may be either an administrative or academic administrators. In specific cases the Triagon President may decide that the complaint is dealt with directly by the President, or by a delegated senior officer – this depends on the nature of the complaint.

6.2.2 Triagon Academy will provide the complainant with the outcome of the investigation as soon as possible and within twenty (20) working days. In case the investigation will take longer than this timeframe, then management will let the complainant know before the expiration of the twenty working days.

#### 6.3 Stage Three – The Complaints and Arbitration Board

This stage looks at those complaints which have not been resolved at Stage Two. In such case, Triagon Academy management will set up the Complaints and Arbitration Board to address the issues and inform the complainant accordingly.

#### 6.3.1 The Complaints and Arbitration Board composition

6.3.1.1 This Board shall be composed of a Chairperson, three (3) members of staff within the academic body of Triagon Academy, and a student representative. All members shall be appointed by the Triagon President. The student representative shall be either the President of the Student Body or another student appointed by him.

6.3.1.2 The Board should meet within twenty (20) working days of its constitution.

6.3.1.3 The Board should provide a definite response to the complainant within ten (10) working days of the Board meeting. In case the Board takes longer than expected to come to a decision due to unforeseen circumstances, one of the members of the board who shall be also delegated with secretarial duties (as designated by the Chairperson) will inform the complainant before the expiration of the tenth day.

#### 6.4 Stage Four – Unsuccessful Complaints Resolution

If the complainant feels that the outcome of the complaint resolution by Triagon Academy was unsuccessful, he/she may turn to the national laws and submit a complaint accordingly.

### 7. Document Control

This policy and procedure shall be implemented and monitored through Triagon Academy's Quality Assurance arrangements and reviewed periodically to ensure continued fitness for purpose.

Marsa, December 18<sup>th</sup> 2025



Signed by

Prof Dr Glen Farrugia  
Acting President and Deputy Chair of the Senate