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Cancelling your course

If you wish to cancel participation in your eCollege course, you can do so at any time by:

- Completing this form - [Click here](#)
- Contacting your eTutor
- Contacting eCollege @ ecollegeinfo@cenitcollege.ie

There are no financial penalties to you if you wish to cancel an eCollege course and you can do so at any time.

Deletion of data

The eCollege service is funded by SOLAS, The Further Education and Training Authority.

If you wish to have your data removed fully this falls into the SOLAS data protection policy which is available here: <https://www.solas.ie/data-protection/>

Here you will see you have several rights regarding your personal data, and there is a corresponding form for each request. Please fill in the appropriate form and return it to the SOLAS Data Protection Officer with proof of your identity.

Making a Complaint to eCollege

At Cenit College and eCollege, we aim to always provide quality service. However, we also know that there may be times when you are unhappy with the service you receive, or you may want to suggest a way to improve it.

Your eTutor is the person who can normally resolve most concerns, mistakes, and misunderstandings quickly.

However, if they cannot sort out your problem, the complaints procedure is here to help you.

Your complaints are important to us. They help us to:

- Put things right when they go wrong.
- Listen and learn.
- Improve and implement standards.
- Update approaches where necessary

Please feel free to tell us about your concerns.

When Should I Complain?

Our complaints procedure is intended for those times when you feel we have failed to deliver what we should. Examples of when to complain are if we:

- Fail to act after you have first contacted us via email, Skype, Moodle, telephone
- Fail to provide a service on time or to the standard we promised.
- Are not patient, helpful, and respectful in dealing with you.
- Provide a service that you felt was unfair.

The complaints procedure is not for everyday matters such as enquiring about exams, test centre locations etc.

How Can I Complain?

We want to make it as easy as possible for you to let us know if you feel something has gone wrong.

You can complain:

- By telephone on 01 901 2019
- By email to karen@cenitcollege.ie (eCollege Manager)

If you need any help, please ask a member of staff.

Our Complaints Procedure

Stage 1: We will acknowledge your complaint within two working days of receipt, tell you who will be handling your complaint and when you can expect a response.

We aim to respond to your complaint within 10 working days. If for any reason this is not possible, we will contact you and give you a new date for our response.

If you are not satisfied with the outcome of Stage 1, you can take the matter further. We will include details of how you do this in your Stage 1 response.

Stage 2: At Stage 2, your complaint will be investigated by the relevant head of service. Again, we aim to respond to your complaint within ten working days.

If you feel your complaint has not been resolved after the Stage 2 response, you can ask for your complaint to be dealt with at Stage 3. We will include details of how you do this in your Stage 2 response.

Stage 3: At Stage 3, your complaint will be investigated and reviewed by the Managing Director of Cenit College and a nominated external panel. We will carry out a thorough, independent review of your complaint and respond within ten working days.

We will write to you to let you know if it is going to take us longer.

Appeals Policy

eCollege subscribe to many different vendors if you wish to appeal your examination results, we can provide you with the relevant information to do so. Please contact your eTutor directly.