



English  
Education  
Ireland

## Independent Complaints Review Procedure

### 1. Purpose

EEI provides an independent complaints review mechanism available to all EEI member institutions.

The mechanism supports compliance with TrustEd Ireland Standard 8.6 and EEI governance standards by ensuring that, where internal complaints procedures do not reach resolution, complainants have access to an independent review of standards compliance.

### 2. Scope

The EEI Independent Complaints Review mechanism is available to all EEI member institutions.

Where a complaint relates to a TrustEd Ireland authorised provider, the review will assess compliance against the relevant TrustEd Ireland standards.

Where a complaint relates to a member that is not TrustEd authorised, the review will assess compliance against EEI's Code of Conduct, Charter, and other published quality standards.

EEI's independent review is limited to standards compliance. The mechanism does not adjudicate academic results, commercial or refund disputes, accommodation disputes, visa or immigration matters, employment disputes, or matters under consideration by statutory bodies.

EEI reserves the right to prioritise complaints that raise substantive standards compliance issues and to decline complaints that fall outside scope, are vexatious, unsupported by evidence, or previously determined.

### 3. Exhaustion of Internal Procedure

EEI will only consider complaints where the member institution's internal complaints procedure has been completed and evidence of the outcome is provided.

### 4. Admissibility Screening

Upon receipt of a completed complaint form, EEI will acknowledge receipt and conduct an admissibility review to confirm that the complaint falls within scope and raises a credible allegation of potential non-compliance with relevant standards.

## **5. Provider Response**

Where admissible, the complaint will be forwarded to the member institution for written response. EEI may facilitate clarification or informal resolution where appropriate.

## **6. Independent External Review**

Where the complaint remains unresolved and a substantive standards issue remains, the matter may be referred to an Independent External Reviewer.

## **7. Appointment of External Reviewers**

EEI will maintain a panel of independent External Reviewers who are appointed on a case-by-case basis, declare conflicts of interest, hold professional indemnity insurance, and operate independently of EEI management and Board.

## **8. External Review Process**

The External Reviewer will review documentation from both parties and issue written findings on compliance with relevant standards. The Reviewer does not award compensation or replace statutory dispute mechanisms. Findings are final within the EEI framework.

## **9. Costs**

External Reviewers will be appointed on a case-by-case basis. Where non-compliance is identified, the provider will bear the cost of the review. Where the complaint is not upheld, EEI will bear the review cost. This model will be reviewed after 12 months.

## **10. Review**

This framework will be reviewed annually to ensure proportionality, sustainability, and alignment with TrustEd Ireland and EEI governance requirements.