



Complaint/Grievance policy

Purpose

The purpose of this procedure is to:

- outline the process to be followed by staff, trainers and students when dealing with student related grievances
- provide professional handling of investigations in a way that is helpful for all concerned

Scope

This procedure seeks to ensure that complaints against the Academy and associated centres/faculties made by students are treated seriously and, if found to be valid, are acted upon to ensure that the students' interests are protected as far as it is possible for the Academy, associated centres and faculties to do so.

It should be noted that this complaints procedure is not designed to deal with matters covered by other policies and procedures including complaints and appeals against:

- outcomes or grades of assessment and examination,
- procedures dealing with academic misconduct ([cheating](#), [plagiarism](#) and so on),
- approval for deferral of exams and coursework submission,
- decisions related to student academic progression, and
- matters dealing with student code of conduct and disciplinary action
- This complaints procedure and any decisions made under them are not intended to give rise to legal rights, or obligations on the Academy to pay compensation either in respect of a decision made pursuant to the procedures or for a breach of these procedures. These procedures are intended to facilitate the resolution of grievances by the Academy.

Anonymous complaints will not normally be considered.

In all steps throughout this procedure, it is the responsibility of students and staff to maintain confidentiality, privacy and integrity of those involved in the procedures. Failure to do so on the part of member(s) of staff or students may lead to additional disciplinary actions.

Principles which underpin the general student complaints procedures

The guiding principles of these procedures are that complaints shall be:

- treated seriously and with fairness;
- dealt with quickly, simply and at the appropriate level, as far as is possible;
- treated consistently across the Academy, Centres and faculties;

- subject to the principles of natural justice;
- progressed through two stages – an informal stage and, if necessary, a formal stage;
- dealt with and resolved wherever possible, at the informal stage.

Procedures

In the first instance students who wish to make a complaint should first approach the staff member(s) directly involved to discuss the matter. This could include:

- Lead lecturer
- Programme or module director
- Administration Manager
- At this point the concerned staff member(s) may advise or refer the student to alternative channels of grievance resolution as outlined in section 2.2, as appropriate.

Assuming it is agreed that the complaint shall be progressed through these general procedures, the member of staff consulted shall discuss the complaint fully with the student and – with the student’s consent – anyone else involved, to see if it can be resolved. This may involve referral of the complaint to a third party.

The outcome of complaints dealt with should be briefly documented. Normally, complaints handled through shall be dealt with within, at most, ten (10) working days, briefly documented, and a copy of the outcome sent to the student.

Record keeping and review of procedures

Records of complaints resolved at the informal stage as outlined above must be maintained securely the concerned trainer and/or member(s) of staff for a period of one (1) year from the date of resolution of the complaint.