



Student Complaints Policy & Procedure

At the School of Business & Management (SBM), we have a strong commitment towards working in positive partnership with the whole College community. College is a busy place where there are many interactions between students and the staff as part of the everyday life of the College. We do respect the rights of all members of the College community and as part of our curriculum teaching we work to instill this in our students. From time to time something may go wrong and where any concern/complaint is raised, we aim to resolve this as quickly and as efficiently as possible. A complaint can be brought by a registered student at the College or any person who has been provided with a service or a facility at the College. Once the complaint is resolved, whether at preliminary or Stage 1 or Stage 2, the complete record of each and every complaint will be maintained by the College.

Raising your complaint

If you have a concern or complaint regarding the services the College provides, this should be raised with a member of College staff, either in person, by telephone or in writing. You will be given an opportunity for discussion of your concerns informally with the appropriate member of staff. If, however, you wish to make a complaint about a particular lecturer, or another member of staff, you should initially make your complaint to the lecturer concerned. You may need to make an appointment to discuss these concerns further.

Informal complaints

Where possible, complaints will be resolved informally. At this stage:

- If you are under 18, you can bring your parent/guardian to any discussion with you (if the complaint is from the student or vice versa).
- The member of staff dealing with the concern will make sure you are clear as to what action (if any) or monitoring of the situation has been agreed.
- The process will be completed speedily and concluded in writing with appropriate detail.
- You will receive this conclusion in a maximum of 5 working days.
- If the complainant is satisfied with the outcome at this preliminary stage, he/she will be requested to sign a copy of the College record. One copy will be posted/emailed to the parent/guardian, (where applicable) if requested.
- If no satisfactory solution has been found, you will be informed that you can consider making a formal complaint in writing to the Academic Head who will take matters to Stage 1 on the Complaints Procedure.

Formal complaints

If the complainant does not receive a satisfactory reply/action with the informal complaint, they can do so formally by filling a complaint form (form attached). Stage 1-

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Referral to the Academic Head for investigation

- The lecturer will acknowledge the complaint in writing and meet the complainant to supplement any information previously provided.

If the complaint is against a member of staff, the Academic Head will talk to the staff member against whom the complaint has been made.

- If necessary, the Academic Head will interview witnesses and take statements from those involved. Parent/guardian can accompany the student during the interview, if they wish. (Applicable only to under 18s)
- The Academic Head maintains written records of meetings, telephone conversations and other documentation and these records will be maintained confidentially.
- Once all the relevant facts have been established, the Academic Head will produce a written response to the complainant in 10 working days.
 - If the complainant has been satisfied with the outcome and doesn't proceed to Stage 2, he/she will be requested to send a signed copy for the college record.
 - If you are not satisfied with the outcome/solution, you will be advised to take the complaint to Stage 2 (Management)

Stage 2- Referral to Management

Management comprises of 2 members and an independent observer (optional). Members can be staff or teachers or senior academics professionals who were not directly involved in the complaint. Independent observers can be, a Student Representative or parent/guardian of any student (under 18) and will be accompanied to the panel hearing, if complainant has no issue.

- Steering committee will acknowledge the complaint in writing and meet the complainants and the persons involved in the complaint either separately and/or together depending on the nature of the complaint.
- Parents will be allowed to accompany the student for the panel hearing, if they wish. (for under 18s)
- On considering all facts, management will then let the complainant know by writing what action has been taken within 15 working days.
- Management will make sure that complaints are dealt with fairly, efficiently, seriously, sympathetically and confidentially besides offering appropriate solutions.
- Every attempt will be made to maintain the confidentiality of a complaint.
- However, where a complaint is of a personal nature against an individual, the complainants' identity is likely to be revealed at some stage in the most exceptional cases so that a fair investigation can be made. For example where a complaint is made about an individual that person has the right to know who is complaining against them and what the nature of the complaint is. The College will endeavour to inform the complainant of the extent to which their identity is likely to be revealed at each stage of the procedure. ▪ Minutes will be taken and final outcome will be recorded. A copy will be sent to all who were present at the hearing. Also they will all be requested to send the signed copy for the College records.

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