



## **Grievance procedure for students & examination candidates**

### **1. Introduction**

#### **Definition of a complaint**

We define a complaint as 'an expression of dissatisfaction concerning the provision of a programme of study or related academic or administrative service, including examinations, when the complainant has drawn his or her concern to the attention of the college, and is not satisfied with the response'. We recognise a speedy resolution of such grievances is in the interests of all concerned.

This procedure aims to bring about the rapid resolution of grievances, without recourse to formal proceedings wherever possible. It applies to all students and examination candidates at Greene's.

Nothing in this procedure impinges on the legal rights or obligations of staff, tutors and students. Grievances will be regarded as confidential but you must be aware that the individuals concerned will need to be interviewed if the grievance is to be resolved. Grievances which are anonymous, or based on rumour, cannot be investigated.

Greene's reserves the right to take disciplinary action against any student whose grievance is found to be based on false allegations.

### **2. Equality and diversity**

The College is committed to the promotion and development of equality and diversity. We aim to provide a working and learning environment which values individuals equally regardless of age, disability, ethnic origin, gender identity, sexual orientation, marital status, religious belief or trade union membership.

Decisions and actions taken in relation to a student grievance are not influenced by the student's background or situation, and each case is dealt with on its own merits.

### **3. Health and well-being**

Greene's has regard to the general health and well-being of its students and operates Health & Safety and Safeguarding & Child Protection Policies.

### **4. Informal procedure**

If a student has a grievance, before invoking the formal procedure every effort should be made to resolve the issue informally by raising his or her concerns with a nominated member of staff at Greene's, who will do their best to help and advise. If this does not lead to a satisfactory outcome, or the complainant feels unable to discuss the matter with the person(s) involved, he or she may opt to invoke the formal grievance procedure.

If the grievance has been resolved informally, no record will be kept on file, unless either party wishes to have a note of what has been agreed.

## 5. Formal procedure

The complaint may proceed from one stage of the formal procedure to the next only within the time scales detailed in each stage. If the time allowed for any stage has elapsed, and no decision has been taken to proceed to the next stage, then the matter can be closed by mutual agreement.

### Stage 1

If the matter has not been satisfactorily resolved informally, the complainant should contact his or her nominated member of staff at Greene's, who will establish the nature of the grievance. The nominated staff member will make a written record of the grievance on the Grievance Form (see attached), to be signed by the complainant, to confirm that this is an accurate representation. The form will be passed to the Head of Centre, Academic Director or Chief Executive for action. A written response will be sent to the complainant within five working days.

### Stage 2

If the grievance is against another student, The Grievance Form will be submitted within two working days to the Head of Centre (Examinations) or Academic Director (Tuition), who will acknowledge receipt in writing within five working days, conduct an investigation and inform the Chief Executive.

Following investigation, written notification of the outcome will be given as soon as possible, normally within ten working days of the grievance being notified. The written notification will include reasons for the outcome, the right of appeal and an explanation of the appeal procedure.

If the grievance is against a member of staff, invigilator or a tutor it will be referred immediately to the Chief Executive.

## 6. Appeals

If the complainant wishes to appeal against the outcome of the investigation into the grievance, he or she should do so in writing to the Chief Executive within ten working days of the decision being notified. The written statement should detail the reasons for wishing to appeal. The outcome of the appeal will be notified in writing within a further five working days.

In the unlikely event that the grievance is still unresolved, a mutually-agreed third party will be nominated to help come to an agreement. The third party should include at least two people who are not directly involved in the grievance – at least one of whom should also have no direct association with Greene's.

It is the complainant's right to seek advice from outside Greene's at any stage of the proceedings.

## 7. Monitoring

The conduct of investigations and responses to grievances will be monitored by the Chief Executive.

### Greene's Tutorial College - Grievance Form

Grievance reported to:		Date:
Complainant given information about procedure: Y/N		Time:
Complainant's relationship to Greene's: Full-time student / supplementary student / examination candidate		
Complainant's name:		
Address:	Tel:	
	E-mail:	
	Greene's staff contact:	
Details of grievance (continue on a separate sheet if required):		
Greene's action (internal use):		
What complainant wants to do next:		
Steps that have been taken to resolve this informally:		
What Greene's has done or will do:		
I agree that this is an accurate record:	Sent to (provide date & time):	
	Head of Centre (Examinations)	
	Academic Director (Tuition)	
Signed (complainant)	Chief Executive	