GREENE'S COLLEGE OXFORD

Grievance procedure for students

This policy was adopted in August 2026.

This policy is due to be reviewed in August 2027.

The person responsible for the implementation of this policy is the College Principal.

It is the responsibility of the College's Governing Body to ensure that this policy is reviewed and updated annually.

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Introduction

It is recognised that grievances can arise when a student is unhappy about their personal situation regarding their course or in their dealings with other students or with staff or their tutors, and that 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 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.

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 sex, disability, age, sexual orientation, gender identity or expression, marital status or racial, ethnic or national origin.

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.

Health and well-being

Greene's considers the general health and well-being of its students and operates Health & Safety and Safeguarding & Child Protection policies to this effect. During the grievance solution process, it is important to retain the student at the centre of the decision-making process and to be aware of how the student's personal context may affect them during the handling of any issues.

Informal procedure

In the case of grievance, before invoking the formal procedure every effort should be made to resolve the issue informally by raising your concerns with the person(s) involved, with your 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 if you feel unable to discuss the matter with the person(s) involved, you may opt to invoke the formal grievance procedure.

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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.

Formal procedure

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

Stage 1

If the matter has not been resolved informally to your satisfaction, you should arrange to contact your nominated member of staff at Greene's who will establish with you the nature of your grievance. The nominated staff member will make a written record of the grievance on the Grievance Form (see attached), to be signed by you to confirm that this is an accurate representation. The form will be passed to the College Principal for action.

Stage 2

If your grievance is against another student The Grievance Form will be submitted within two working days to the College Principal who will acknowledge receipt in writing within five working days, conduct an investigation and inform the directorship of the College.

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, your right of appeal and an explanation of the appeal procedure.

If your grievance is against a member of staff or a tutor it will be referred immediately to the College Principal.

Appeals

If you wish to appeal against the outcome of the investigation into your grievance you should do so in writing to the College Principal within ten working days of the decision being notified. Your letter should detail the reasons you have for wishing to appeal. The outcome of the appeal will be notified to you in writing within a further five working days.

In the unlikely event that your grievance is still unresolved a third party can be nominated – whom we should both agree to – to help us 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 your right to seek advice from outside Greene's at any stage of the proceedings.

Monitoring

The conduct of investigations and responses to grievances will be monitored by the College Principal.

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Greene's College Oxford - Grievance Form

Grievance reported to:	Date:
Complainant given information about procedure: Y/N	Time:
Complainant's details:	
Name:	
Address:	Tel:
	E-mail:
	Greene's staff contact:
Details of grievance (continue on a separate sheet if required):	
Action:	
What complainant wants to do next:	
Steps that have been taken to resolve this informally:	
What we have done/will do:	
I agree that this is an accurate record:	Sent to (date/time):
	College Principal
Signed (complainant)	

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