

# Students Complaints Procedure

## Introduction

All Saint Educators (ASE) aims to promote and encourage contribution, inclusivity, tolerance and respect for others at all times within a caring, supportive environment which values diversity. Despite the best intentions and efforts from time to time situation may arise where expectations of students may not met, which may result in grievance. When this happens you may wish to make a complaint. The procedure set out below outlines the process that will be followed at ASE.

## Scope of the Procedure

The College will investigate complaints that include the following areas:

- the quality and management of learning provision;
- financial irregularity
- undue delay or non-compliance with published procedures
- poor administration
- equality and diversity issues
- health and safety concerns
- confidentiality

## Complaints procedure

All students are encouraged to use the “Student Suggestion Box” which is located near the reception to communicate any complaints or suggestions for improvement to the College. Any such communication may be done so anonymously.

Students who believe that they suffered any form of poor customer service, discrimination, harassment, victimisation or unfair treatment in any way are entitled to raise the matter with the appropriate person as follows:

<b>Academic Issues</b>	Raise the matter with their <b>Course Tutor</b> in the first instance. If you Course Tutor is not available or it is not appropriate to raise the matter with him/her, then the matter should be raised with the <b>Academic Co ordinator</b> .
<b>Non- Academic Issues</b>	Raise the matter with the <b>Student Welfare Officer</b> .

All complaints will be dealt with seriously, promptly and confidentially. Every effort will be made to ensure that student making complaint does not get victimised. Any such complaints of victimisation, if proven, may result in disciplinary action and sanction. The student will receive written notification of the outcome of his/her complaint.

The following procedure must be used when making any formal complaint about any academic / non academic issues:

**a) Write a letter to the Academic Coordinator / Student Welfare Officer**

This should set out the nature of the complaint, where possible, including: the name of the alleged transgressor, the nature of the alleged incident(s), the dates and times when incident(s) took place, the names of any witnesses, any informal action already taken by you. This letter should be sent to the Academic Coordinator / Student Welfare Officer within 2 weeks of the alleged incident(s).

**b) A meeting will be held by the Academic Coordinator / Student Welfare Officer and a senior member of staff**

This will be held within 14 days of receiving the complaint. Students should make every effort to attend the meeting. Students will be allowed to explain their issue / grievance and how they think it should be resolved. Consideration will be given to adjourning the meeting for any investigation that may be necessary. The student may be accompanied at the meeting.

**c) Decide on appropriate action**

Decisions should be communicated to the student, in writing, within 14 days of the meeting being held and, where appropriate, should set out what action ASE intends to take to resolve the issue / grievance. The student should be informed that they can appeal if they are not content with the action taken

**d) Appeal**

Where a student feels that their issue / grievance has not been satisfactorily resolved they should appeal. They should let the Principal know the grounds for their appeal in writing within 21 days of receiving the decision letter. Appeals should be heard within 14 days of receiving the letter of appeal. The student will be notified of the time and place of the appeal hearing in advance. The student may be accompanied at the appeal. Decision must be communicated to the student in writing within days of the appeal hearing, clearly stating the reason for the decision and if applicable outlining any actions that maybe taken to resolve the issue / grievance.

**a) Appeal Review**

If the student is not satisfied with the appeal procedure and still feels that his/her issue or grievance has not been satisfactorily resolved, he / she should request an appeal review within 21 days of receiving the appeal decision. The appeal review will be considered within 28 days by Mr. Arun Natesa of Academic Associates. A hearing will be called within 14 days and the student will be notified of the time and place of the hearing in advance. The student may be accompanied at the appeal.

Decision of the appeal review will be communicated to the student in writing within 14 days of the appeal review hearing, which will state the reason for the decision. If applicable outlining any actions that may be taken to resolve the issue / grievance.

If any student needs to report a breach of the Equal Opportunity Policy that does not constitute a complaint please contact the Principal.