

STUDENT GRIEVANCE POLICY AND PROCEDURE

Principles

The College wishes to ensure that all of its students are treated fairly. If you have problems or concerns about any of your fellow students or staff of the college, the College would wish to see any problems resolved as quickly and as fairly as possible.

Grievance between students

Grievances between students should, in the first instance, be resolved through meeting together.

If resolution is not possible, the matter should be referred in confidence to the Senior Student, who will seek through further meetings to achieve resolution. The Senior Student may consult with the relevant member of the Strategy Team.

Grievance between a student and a member of staff

In the case of a grievance between a student and a member of staff, in the first instance, the student or staff member should raise the matter informally with the other party concerned and seek resolution to settle the matter quickly.

If a grievance cannot be settled informally, the student should raise it formally with the relevant member of the strategy team who will then use the following procedure.

Grievance procedure

Stage 1

- You must set out the grievance in writing and send the statement to the relevant member of Strategy Team.
- The relevant member of the Strategy Team will arrange a formal meeting within 5 working days in order to discuss the grievance.
- You have the right to be accompanied at this meeting by a fellow student.
- The relevant member of the Strategy Team will write to you with his/her responses to your grievance within 5 working days of the hearing.
- If you are not satisfied that the matter has been adequately resolved, or if the relevant member of the Strategy Team fails to deal with your written grievance, then Stage 2 of the procedure will apply.

Stage 2

If you feel that your grievance has not been resolved at Stage 1 of the procedure you should appeal in writing to either the College Manager or another appropriate member of the Strategy Team.

- They will instigate an investigation and arrange a formal meeting to hear your appeal.
- You have the right to be accompanied at this meeting by a fellow student.
- The meeting will be held within 5 working days of receiving your appeal.
- They will write to you within 5 working days of the meeting with the response to your appeal.

If it is not possible to contact you with a response within that time, you will be given an explanation for the delay and will be informed when a response can be expected

All written records of the grievance process will be treated as confidential and kept in accordance with the Data Protection Act 1998.

Appeal

- If the student feels that that the matter has not been adequately resolved and wishes to appeal, he or she must inform the Principal in writing within five working days.
- The Principal or an authorised deputy will arrange to hear your appeal within 10 working days of receiving written notification.
- The student may be accompanied by a fellow student at the appeal.
- The Principal or authorised deputy will give you a decision regarding your appeal within 10 working days.
- If it is not possible to respond to your appeal within that time, you will be given an explanation for the delay and you will be told when a response can be expected.
- Any decision of the Principal or authorised deputy is final.