

Student complaint policy and procedures



Section:	Admission
Implementation date:	10 September 2016
Date of next review:	10 September 2017
Related policies	Attendance policy
Policy history:	Policy last reviewed in September 2015

Student complaint policy

1. Definitions

Complaint Complaint is described as an expression of dissatisfaction by one or more students about a campus's action or lack of action, about the service provided by or on behalf of the university

2. Who can use the student complaint procedure?

Students at IBA campus may use this procedure. The complaint procedure may only be used by an individual who is, or has been, registered as a student of the university and who is not recorded as being a leaver. Applicants wishing to make a complaint should use the complaint pages of the campus website or the complaint box installed at the reception of main campus.

Anyone wishing to make a complaint is encouraged to do so personally. Where a third party (such as parent or guardian) makes a complaint on behalf of a student, the student's express written consent that the third party is acting on their behalf will be required. Anonymous complaints will not be considered unless there are exceptional and evidence-based reasons to do so.

3. What issues constitute grounds for complaint under this policy?

The subject of the complaint should relate specifically to one or more the following, or comparable issues.

- Failure of the campus to meet obligations
- Misleading or incorrect information in prospectuses or promotional material and other information provided by the university
- Concerns about the delivery of a programme, teaching, supervision or administration
- Poor quality of facilities, learning resources or services being provided by the campus

4. Principles of the policy

Complaints should be treated seriously and students must not suffer any **DISADVANTAGE** or **RECRIMINATION** as a result of making a complaint in good faith.

However,

Students are required to abide by the principles of the discipline for students in making their complaint.

In all cases, it is desirable that complaints are resolved informally and quickly between the relevant parties, and the formal process is only started if that fails.

Complaints must be substantiated with evidence and expressed in clear language. Students are encouraged to seek advice from 'student help desk' available at the main campus.

5. Recording and monitoring of complaints

It is important that complaints are monitored in order to improve the student experience. The admission team will record and provide reports to indicate the nature of complaints to CEO.