

Whitechapel College

67 Maryland Square

Stratford, London E15 1HF

23 March 2014

## **Student grievance and complaint procedure**

### **Introduction**

This written procedure is introduced to enable all students to raise a complaint. This can be in respect of another student, a member of staff or in relation to the College generally.

Primarily it is intended to be used for students to raise a grievance in respect of any assessments or assignments marking against which the student can use this procedure to appeal. However it will be rare as there is a verification procedure in place whereby each assessment or assignment is marked by two tutors.

All complaints made will be treated in a confidential manner and considered fairly in accordance with these procedures.

The primary objective of the College shall be to resolve all complaints in an informal manner as soon as possible

All complaints shall be treated in a confidential manner.

Grievance about the facilities of the College and or other students or members of staff shall be addressed by the Chief Executive but grievance against academic assessments shall be determined by an academic appeal panel.

Complaints against College facilities and members of staff or other students shall be addressed to the Chief Executive in the first instance.

The procedure to be followed in respect of academic appeal against assessment shall be as follows.

### **First stage.**

The first stage of the procedure shall be that the student shall inform any tutor of the complaint. It need not be put into writing at this stage. The tutor shall then hold an informal discussion with the person about whom the complaint is made in an attempt to resolve the issue as quickly as possible and informally.

The tutor will then report back to the student and advice what action, if any, has been taken against the person about whom the complaint was made.

### **Second stage**

If the student remains unsatisfied they may make the complaint in writing and pass it to the Chief Executive. It will then be treated as a formal complaint and set in motion further steps below.

A copy of the written complaint shall be given to the Chief Executive and the person against whom the complaint is made with 24 hours and they shall be asked to respond within 5 days.

The Chief Executive will reach a decision within a further 5 days. The Chief Executive shall advise all parties (the student, the person against whom a complaint is made) of his decision and if it is a matter suitable for disciplinary action to commence. Otherwise the complaint shall be dismissed and all parties informed in writing. In all cases reasons must be given for the decision.

### **Third stage**

If the student is not satisfied with the outcome of stage two they can appeal to the academic panel.

The student shall be required to send notice of intention to appeal within 10 working days of being notified of stage two decisions. A letter would be sufficient provided it includes the student's full name and address and the grounds of appeal.

The student can provide any additional evidence either documents or witness statement for the panel to consider

The academic panel shall comprise of the College's Academic Director and one other member of teaching staff who has not been involved in the investigations.

The academic panel shall consider all the evidence and make its decision within 5 working days of being forwarded the appeal papers.

The decision of the academic panel shall be in writing and shall be provided to all parties.

If the academic panel upholds the complaint it may recommend appropriate action to be taken.

If the complaint is dismissed that shall be the end of the matter and all details of complaint from the file of the staff member concerned shall be removed.