

Students' Complaints and Grievances Policy

1. General

- 1.1 Henley Business School recognises that from time to time individual students, or a group of students, may have concerns, complaints or grievances in relation to their studies. Henley Business School wishes to ensure that complaints and grievances are resolved quickly to the satisfaction of all concerned.
- 1.2 This policy seeks to ensure that students have access to a procedure to help deal with any complaints and grievances relating to their studies fairly, and without unreasonable delay.
- 1.3 The School aims to investigate any formal grievance you raise, hold a meeting to discuss it with you, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied.
- 1.4 An appropriate record will be kept of all written grievances, along with a record of any decisions taken. The Programme Manager is responsible for recording all complaints and grievances received in the *Register of Students' Complaints and Grievances (Annex A)*

2. Principles

- 2.1 This procedure aims to ensure:
 - a) Fair and consistent treatment of students who raise a grievance; and
 - b) Resolution of grievance matters as close to their point of origin and as promptly as possible.
- 2.2 The School fully supports and recognises the right of individuals to raise a grievance and this will not prejudice your studies when raising a grievance in good faith.
- 2.3 Individuals who are the subject of a grievance will be advised of the nature of the grievance (unless it is reasonable not to do so) and will be involved in the resolution process at the earliest opportunity.
- 2.4 As the person raising the grievance, you may at any time decide to withdraw your grievance. However the School reserves the right to continue with the investigation in these circumstances.

3. Confidentiality

It is the School's aim to deal with grievance matters sensitively and with due respect for the privacy of any individuals involved. All parties must treat as confidential any information communicated to them in connection with a matter which is subject to this grievance procedure, subject to the need to seek appropriate advice and guidance.

4. Raising grievances informally

- 4.1 Those involved should aim to resolve grievances quickly and informally through discussion with the person concerned or via a third party such as a line manager. If you feel unable to speak to your programme manager, for example, because the complaint concerns him or her, then you can speak informally to his/her line manager.
- 4.2 If the grievance cannot be resolved informally, you should follow the formal procedure below. However, the informal steps can be returned to and can be used at any stage.

5. Formal written grievances

- 5.1 If your grievance cannot be resolved informally you should put it in writing and submit it to your programme manager indicating that it is a formal grievance. If the grievance is against your programme manager then you should submit it to his/her line manager instead.
- 5.2 The written grievance should contain a brief description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved. In some situations you may be asked to provide further information.
- 5.3 The method of communications regarding hearings and outcomes will be agreed with you. In the absence of agreement, the preferred method of communication will be by email to you.

6. Right to be accompanied

- 6.1 You may bring a companion to any grievance hearing or appeal hearing under this procedure. You must tell the Manager conducting the hearing who your chosen companion is, in good time before the hearing.
- 6.2 During a hearing your companion may make representations and ask questions but he or she cannot answer questions on your behalf. You may talk privately with your companion at any time during the meeting.

7. Grievance meetings

- 7.1 The School will arrange a grievance meeting as soon as reasonably practicable after receiving your written grievance. You will normally have at least **7 days' notice** of a grievance hearing.
- 7.2 You and your companion (if any) should make every effort to attend the scheduled grievance meetings. If you or your companion cannot attend at the time specified, you should inform the School immediately and reasonable efforts will be made to agree an alternative time.
- 7.3 The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist the School in reaching a decision based on the available evidence and the representations you have made.

7.4 The School will write to you, usually within **7 days** of the final grievance meeting or as soon as reasonably possible, to inform you of the outcome of your grievance, any further action that it is intended to take to resolve the grievance, by whom this action will be taken, and who will monitor it.

8. Appeals

8.1 If the grievance has not been resolved to your satisfaction you may appeal in writing to the Academic Director (if he was not the one who chaired the grievance meeting), or to the Dean and Director, within **10 working days** of the date on which the reasons for the decision were sent or given to you.

8.2 An appeal meeting will be held as soon as reasonable practicable and you will normally be given **5 working days' notice** of it. This will be dealt with by the line manager of the person who heard your grievance or by another appropriate senior manager who has not previously been involved in the case.

8.3 The appeal hearing will be a review of the fairness of the original decision in the light of the procedure that was followed and any new information that may have come to light.

8.4 The final decision will be confirmed to you in writing, usually within **5 working days** of the appeal hearing.

Annex A: REGISTER OF STUDENTS' COMPLAINTS AND GRIEVANCES

<i>Date on which complaint was lodged</i>	<i>Name of student</i>	<i>Class</i>	<i>Nature of complaint (include description, dates, individuals involved, etc)</i>	<i>Outcome of grievance process (Decision/Date)</i>