

Business School of Commerce and Management

Abuja, Nigeria

“Complaints / Grievance Procedure” For Students

E: info@bscm-edu.org

W: www.bscm-edu.org

Complaints/Grievance Procedure for Students

This procedure can be used by all students of Business School of Commerce and Management.

It can be used by any student who has a complaint/grievance relating to another student, member of staff or the College facilities

- All complaints/grievances submitted in good faith will be considered fairly
- Any student who invokes the procedure will not be disadvantaged from having done so
- It is anticipated that most issues can be resolved in a friendly and informal way
- Throughout the process students may have a friend to accompany them at all meetings
- Malicious complaints could lead to disciplinary action
- These are internal College procedures – at no stage is legal representation invited for any party
- For all complaints/grievances the privacy and confidentiality of the complainant will be respected
- If disclosure is necessary to progress a complaint the student will be notified in advance
- Appeals against academic decisions in relation to grading of work are dealt with by the Academic Appeals Procedure of the awarding bodies.

We hope that any difficulty can be resolved in a friendly and informal way. Suggestions, Complaint and compliments should be recorded on a 'compliments, comments or complaints' Form, available from Reception. The following procedure has been agreed:

1. STAGE ONE

Any student with a complaint or grievance is invited to discuss the matter first with their Curriculum Coordinator. They will respond as soon as possible with advice and guidance as to how to proceed from this point. In the event of a dispute with other students, the College management can help resolve the situation informally as part of unofficial procedures.

2. STAGE TWO

If the student is not satisfied with the outcome or does not wish to discuss the matter first they, should complete a Record of Complaint/Grievance Form obtainable from reception and forward to the Registrar/Administration Manager. Receipt of the form will be acknowledged in writing within 48 hours.

The form will be copied to the appropriate Line Manager responsible for the area within which the complaint/grievance has arisen. S/he will seek to resolve the issue by involving relevant parties in informal discussions within 14 days.

The outcome will be recorded on the original Complaint/Grievance Form or attached additional sheet and a copy provided to all relevant parties including the Administration Manager/Registrar within two days of the discussion. Where a complaint is not upheld reasons will be given as to why. Where a complaint is upheld a statement outlining the remedial action and timescale for implementation will be provided.

STAGE THREE

On receipt of the outcome of stage two, if the individual is not satisfied s/he is to record this in the space provided on the Complaint/Grievance Form. Details of further evidence/documents a student wishes to submit to support the review of the initial decision should be included. The form should be returned to the Administration Manager/Registrar. S/he will arrange for a discussion with senior member of staff/Manager either from Academic/ Administration team within 14 days. The outcome of this meeting will be recorded on and copied to relevant parties, including the Administration Manager/Registrar within 2 days of the discussion. Where a decision is not upheld reasons will be given as to why. Where a decision is upheld a statement outlining the remedial action and timescale for implementation will be provided.

STAGE FOUR

If by this stage the student still believes the issue is unresolved the complaint/grievance can be referred to the Principal. A complaint may be referred to the Principal only where:

The student reasonably believes that the procedures set out in this document have not been complied with; and/or

New Evidence has come to light which may affect the decisions already reached in relation to the complaint considered.

A written request for a referral must be submitted to the Principal and the Complaint/Grievance Form may be used. This should be forwarded to the Administration Manager/Registrar who will arrange for the referral to be heard by the Principal whose decision is final. Where a referral is not upheld reasons will be given as to why. Where a referral is upheld a statement outlining the remedial action and timescale for implementation will be provided.

It is possible for students to appeal against the Principal's decision and, in the first instance; this would be in writing to the Director of the Premier Midland College Limited.

NB: If the complaint/grievance relates to one of the people outlined in this process it will be dealt with by another person of equal or greater status assigned by their direct line manager.

COMPLAINT/GRIEVANCE PROCEDURE

