

## **Grievance Procedure for Students**

### **1. Introduction**

It is recognised that grievances can arise when a student is unhappy about their personal situation regarding their course, or in their dealings with other students or with staff, and that a speedy resolution of such grievances is in the interests of all concerned.

This procedure aims to bring about the rapid resolution of grievances, without recourse to formal proceedings wherever possible. It applies to all students of the college.

Nothing in this procedure impinges on the legal rights or obligations of staff and students.

Grievances will be regarded as confidential but you must be aware that individuals concerned will need to be interviewed if the grievance is to be resolved.

**Grievances which are anonymous or based on rumour cannot be investigated.**

**The College reserves the right to take disciplinary action against any student whose grievance is found to be based on false allegations.**

### **2. Equality and diversity statement**

Bedford College is committed to the advancement and promotion of equality and diversity. We aim to provide a learning and working environment which values individuals equally.

**It is our duty and obligation under the Equality Act 2010 to:**

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

The College does not disadvantage individuals by discriminating on any grounds, particularly - Disability, Age, Race, Gender (Sex), Religion and Belief, Sexual orientation, Gender reassignment, Pregnancy & Maternity and Marriage and Civil Partnership (not applicable to Education).

This procedure is implemented in accordance with our policies on equality and diversity, disability and race equality, and is subject to an equality and diversity impact assessment. Decisions/actions taken in relation to a student grievance are not influenced by the student's background or situation, and each case is dealt with on its own merits.

### **3. Informal procedure**

If you have a grievance, before invoking the formal procedure every effort should be made to resolve the issue informally by raising your concerns with the person(s) involved, with your personal tutor or with a member of staff from Student Services who will help and advise. If this does not lead to a satisfactory outcome, or if you feel unable to discuss the matter with the person(s) involved, you may opt to invoke the formal grievance procedure.

If the grievance has been resolved informally, no record will be kept on file unless both parties wish to have a note of what has been agreed.

**Issues relating to student bullying/harassment must be dealt with in accordance with the anti-bullying policy, and there are a number of ways for you to report incidents of this nature. Please ask Student Services if you need further advice on this.**

### **4. Formal procedure**

You may proceed from one stage of the procedure to the next only within the time scales detailed in each stage. If, other than by mutual agreement, the time allowed for any stage has elapsed and no decision has been taken to proceed to the next stage, then the matter is closed.

#### Stage 1

If the matter has not been resolved informally to your satisfaction, you should arrange to see a member of the Student Services team who will establish with you the nature of your grievance. The Student Services adviser will make a written record of the grievance on the grievance form (see attached), to be signed by you to confirm that this is an accurate representation. The form will be passed to the Director of Student Services for action.

#### Stage 2

##### **If your grievance is against another student**

The grievance form will be submitted within 2 working days to the appropriate Director or Head of Department. The Director/Head of Department will send you a letter of acknowledgement within 5 working days and conduct an investigation.

Following investigation, written notification of the outcome will be given as

soon as possible, normally within 10 working days of the grievance being notified. The written notification will include reasons for the outcome, your right of appeal and an explanation of the appeal procedure.

### **If your grievance is against a member of staff**

Your grievance will be referred immediately to the Quality department who will investigate the matter further. All subsequent dealings will be with the Quality department, to whom enquiries should be addressed. They will provide you with contact details.

## **6. Appeals**

If you wish to appeal against the outcome of your grievance you should do so in writing within 10 working days of the decision being notified. Your letter will explain who to write to.

The outcome of the appeal will be notified to you in writing within a further 5 working days.

It is your right to seek advice from outside the College at any stage of the proceedings.

## **7. Monitoring**

The conduct of investigations and responses to grievances will be monitored by the Director of Student Services.

## **8. Further information**

You may also find the following policies helpful. They are available on the Student Services website at [www.yourspaceonline.net/](http://www.yourspaceonline.net/)

- Student anti-bullying policy
- Equality and diversity policies
- Complaints procedure - relates to complaints of a general or practical nature which are not related to their personal situation on their course, for example college facilities
- Academic appeals procedure - normally relate to assessment decisions and is conducted in line with awarding body regulations

Lesley Ferguson  
Director of Student Services

**Issued December 1999**  
**Latest update March 2016**  
**(Student)**

**Grievance Form**

<b>Date:</b>		<b>Time:</b>	
<b>Reported to:</b>			
<b><u>Complainant's Details</u></b>			
<b>Name:</b>			
<b>Address:</b>			
<b>Tel:</b>			
<b>Course Title:</b>			
<b>Personal Tutor:</b>			
<b><u>Brief details of grievance</u> (full details overleaf)</b>			
<b>Complainant given information about procedure:</b>			
		<b>Y</b>	<b>N</b>
<b><u>Action</u></b>			
<b>What complainant wants to do next:</b>			
<b>Steps that have been taken to resolve this informally:</b>			
<b>What we have done/will do:</b>			
<b>I agree that this is an accurate record</b>			
<b>Signed (Complainant):</b>		<b>Sent to:</b>	
<b>Signed (Recorder):</b>		<b>Date:</b>	
<b>Signed (Director of Student Services):</b>		<b>Follow up:</b>	

**Full details of complaint**