



## STUDENT COMPLAINT AND GRIEVANCE POLICY

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### Overview

This document outlines requirements for Grievance Policies and procedures for students enrolled courses offered at CTS College and through the various awarding bodies which collaborate with the college. These include:

1. University of Bedfordshire
2. University of Hertfordshire
3. Association of Business Executives (ABE)
4. Chartered Institute of Procurement and Supply (CIPS)

It outlines procedures for handling student academic or administrative complaints and guidelines for lodging complaints, handling of the complaints by CTS College and follow up actions and communication to students. These services are all freely provided to students. For the purposes of this policy, a student is a person enrolled for an academic program at the College, from the time of being made an offer of a place in Course, Registration and or a letter of acceptance. Former students may lodge complaints concerning matters related to their previous involvement with the College. A grievance can be categorized but not limited to:

- Enrolment and registration
- Financial disputes
- Academic and administrative support
- Student results and grades
- Facilities (classrooms, internet access, equipment)
- Personal records and information

A record of student grievances and outcomes shall be kept in electronic format in the college's grievance register.



## Scope

This policy applies to all Students and Staff of The William Light Institute who are involved in the grievance process.

## Communication of Policy

This policy is available to all students via the College's website [www.ctscollege.com](http://www.ctscollege.com). It is also available to all students via the Orientation Manual. The College is committed to providing students with an education of the highest possible quality, therefore all procedures and processes outlined in this policy should be communicated to students at orientation sessions and prior to students beginning their respective studies. When students issue complaints and grievances which cannot be resolved immediately this policy should be reiterated to them so they are aware of the due process.

The College recognises that effective communication is of paramount importance when attempting to resolve difficulties experienced by students. CTS College is committed to a culture of openness, fairness and continuous improvement, which includes being open to criticism. The College is committed to following transparent, fair and timely procedures for addressing complaints, grievances and appeals, conducted in accordance with principles of natural justice, ensuring that all parties may be treated equally and fairly.

## Principles

**The resolution procedures of the College are based on the following principles:**

1. Students wishing to raise problems, concerns, complaints or grievances about matters or issues relating to their experiences at the College, can expect to have their concerns acknowledged and considered promptly and fairly without victimization or discrimination.
2. It is assumed that the parties to a complaint wish to resolve it in good faith and seek to achieve an amicable resolution of the complaint.
3. All parties are expected to conduct themselves honestly and courteously.
4. Where an error is identified, it should be appropriately acknowledged.
5. The procedures used to review and resolve complaints are conducted in accordance with principles of natural justice and in a manner that provides fair, reasonable and unbiased



treatment for all parties.

6. CTS College expects that, in most cases, the complaint can be resolved through prompt, informal discussion.

### **When a complaint, grievance or appeal is being resolved:**

1. Confidentiality should be respected, except where the release of particular information is required by law.
2. Those with a role in resolving complaints should reach conclusions based on a fair hearing of each point of view.
3. Students should not suffer any discrimination as a result of making complaints in good faith.
4. Complaints should be processed in a timely manner, with achievable deadlines specified for each stage of the complaint.
5. Any student who makes a complaint and any staff member, including the person who is the subject of a complaint or student affected by the complaint, should be informed of the progress of the matter.
6. All parties to a grievance or appeal should be informed promptly in writing of the decisions made and the reasons for the decisions.
7. All parties should be given reasonable opportunity to respond.
8. Intimidating, harassing, threatening or offensive behavior will not be tolerated from any party.

### Grounds for Complaint

The grounds for complaint include, but are not limited to the following:

1. The student was affected by a decision that was made without sufficient consideration of facts, evidence or circumstances.
2. The student was affected by a failure to adhere to appropriate or relevant published College policies and procedures.
3. A penalty, where applied to the student, was unduly harsh.
4. The student was affected by improper, irregular or negligent conduct by a person involved.
5. The student was affected by unfair treatment, prejudice or bias.



## Grounds for Appeal

The grounds for appeal are:

1. A procedural irregularity has occurred; and/or
2. There is new information that could not reasonably have been provided at the time of the original decision; and/or
3. The penalty imposed or decision made was manifestly excessive/unfair.
4. Where students wish to query their marks for any examined academic work.

## Type of Complaints

### **Academic complaints**

These are complaints or appeals against academic decisions and include but are not limited to:

- A decision of a member of academic staff that affects an individual or groups of students
- Content or structure of academic programs, nature of teaching, or assessment
- Examined and marked assignments and exams.
- Supervision issues for students undertaking a research project
- Issues relating to authorship and intellectual property
- Quality of teaching.

These types of complaints can be further categorized into complaint to be handled by CTS College or to be handled by the awarding body.

### **Administrative complaints**

These include decisions and actions related to administrative or academic services and include, but are not limited to the following:

- Standard of service received while accessing administrative support provided by the College.
- A decision by an administrative staff member that affects an individual or groups of students
- Access to resources and facilities.
- Financial



These types of complaints can be further categorized into complaint to be handled by CTS College or to be handled by the awarding body.

## Complaint and Grievance Handling

### Informal Grievance

CTS College expects that, in most cases, the complaint can be resolved through prompt, informal discussion. Students are encouraged, wherever possible, to resolve issues informally with the various party/parties. Students may raise an informal grievance by contacting the relevant Programme Manager.

### Formal Grievance

- All grievances or complaints must be submitted by the student to the respective Programme Manager in writing or via email. This must be done within ten working days of when the incident occurred or within ten working days of trying to resolve in an unofficial capacity.
- The respective Programme Manager shall inform the student in writing or via email of receipt of the grievance or complaint and what are the next steps and estimated timeframe for resolving. There must be assurance to the student and genuine intent to resolve the grievance in an unbiased and timely manner.
- The Programme Manager will endeavor to resolve the issue. If the issue involves other parties (such as awarding bodies) or requires clarification or intervention of other parties then the programme manager must communicate the complaint in a timely manner to the relevant party/parties. At all times, the Programme Manager will also ensure compliance with the specific Grievance Policy of the awarding organization.
- The Programme Manager shall provide updates to the student on the progress of resolution or upon receipt of a final response or action on the complaint. Where applicable, evidence of the outcome or reason for the outcome must be provided to the student.





## Appeal

- If the student is not satisfied with the outcome of their formal grievance they may appeal in writing or via email to the Academic Director. They must provide all relevant details and documentary evidence to the Academic Director within ten working days of the response to their initial grievance.
- The Academic Director may at his discretion consult with the complainant and other relevant parties. Where possible such consultations should take the form of face-to-face meetings, telephone calls or emails. Students can be accompanied by a third party of their preference.
- The Academic Director will provide a written or emailed response to the student advising on the steps taken to address the grievance, the official decision and reasons for the decision.
- If the appeal involves an awarding body, then the appeal process of the specific awarding body must be followed.

## Confidentiality and Grievance Recording

An electronic record of all grievances logged with CTS College and the outcomes shall be maintained for a period of five years to allow all parties to the grievance access to these records, All records relating to grievances will be treated as confidential and will not be divulged unless required for legal purposes.

### Version Control

Version	Author	Date	Changes
1.0	Ravi Johnson	n/a	n/a
2.0	Ravi Johnson	Jan 2019	Addition of Approval Signature
3.0	Ravi Johnson	March 2019	Addition of Scope
4.0	Ravi Ragoonath	June 2023	Inclusion of awarding bodies

### Approval Signature

Ravi Ragoonath  
Executive Director

2023-06-14

Date