



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 or their tutors, 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 at Greene's.

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

Grievances will be regarded as confidential but you must be aware that the 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.

Greene's reserves the right to take disciplinary action against any student whose grievance is found to be based on false allegations.

2. Equality and diversity

The College is committed to the promotion and development of equality and diversity. We aim to provide a working and learning environment which values individuals equally regardless of age, disability, ethnic origin, gender, sexual orientation, gender identity or expression, marital status, religious belief or trade union membership.

Decisions and 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. Racial harassment is a crime.

3. Health and well-being

Greene's has regard to the general health and well-being of its students and operates Health & Safety and Safeguarding & Child Protection Policies.

4. Informal procedure

In the case of 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 nominated member of staff at Greene's who will do their best to 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 either party wishes to have a note of what has been agreed.

5. Formal procedure

You may proceed from one stage of the formal 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 contact your nominated member of staff at Greene's who will establish with you the nature of your grievance. The nominated staff member 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 Academic Director or Chief Executive for action.

Stage 2

If your grievance is against another student The Grievance Form will be submitted within two working days to the College Principal who will acknowledge receipt in writing within five working days, conduct an investigation and inform the Chief Executive.

Following investigation, written notification of the outcome will be given as soon as possible, normally within ten 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 or a tutor it will be referred immediately to the Chief Executive.

6. Appeals

If you wish to appeal against the outcome of the investigation into your grievance you should do so in writing to the Chief Executive within ten working days of the decision being notified. Your letter should detail the reasons you have for wishing to appeal. The outcome of the appeal will be notified to you in writing within a further five working days.

In the unlikely event that your grievance is still unresolved a third party can be nominated – whom we should both agree to – to help us come to an agreement. The third party should include at least two people who are not directly involved in the grievance – at least one of whom should also have no direct association with Greene's.

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

7. Monitoring

The conduct of investigations and responses to grievances will be monitored by the Chief Executive.

Greene's Tutorial College - Grievance Form

Grievance reported to:		Date:
Complainant given information about procedure:	Y/N	Time:
Complainant's details:		
Name:		
Address:	Tel:	
	E-mail:	
	Greene's staff contact:	
Details of grievance (continue on a separate sheet if required):		
Action:		
What complainant wants to do next:		
Steps that have been taken to resolve this informally:		
What we have done/will do:		
I agree that this is an accurate record: Signed (complainant)	Sent to (date/time):	
	College Principal	
	Chief Executive	