



**ABBHEY ROAD INSTITUTE**  
Complaints & Grievance  
Procedure

At Abbey Road Institute we want all of our students to feel satisfied, fulfilled and motivated during their learning experience. Abbey Road Institute takes pride in its levels of student satisfaction & positive feedback.

However, If you are considering to raise a complaint then we would like you to discuss this with a staff member immediately. It is recognised that complaints can arise when students are 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 complaints and grievances is in the interest of all the parties.

This procedure aims to bring a rapid resolution to complaints, without recourse to a formal grievance wherever possible. It applies to all students of Abbey Road Institute. Nothing in this procedure impinges on the legal rights or obligations of staff and students.

Complaints will be regarded as confidential but students must be aware that individuals concerned will need to be interviewed if the complaint is to be resolved.

Complaints which are anonymous or based on rumours will not be investigated.

Abbey Road Institute reserves the right to take disciplinary action against any student whose complaints are found to be based on false allegations.

### **Equality and Diversity Statement**

Abbey Road Institute is committed to the promotion and development of equality and diversity. Abbey Road Institute aims to provide a working and learning environment which values individuals equally regardless of age, disability, ethnic origin, gender, sexual orientation, marital status, religious belief or trade union membership.

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

## **Principles of the Complaints Procedure**

Abbey Road Institute takes complaints seriously: we view them as making an important contribution to our own quality assurance measures. They can alert us to difficulties or uncertainties in the system and may lead us to issue additional guidance to staff and students. Abbey Road Institute will investigate any complaint rigorously and make every effort to resolve the issues as quickly as possible.

As respect of confidentiality is one of Abbey Road Institute's core operating principles, Abbey Road Institute requires complainants to be sensitive regarding complaints about other people and not to copy their complaint to any parties outside Abbey Road Institute without full consideration of any applicable Data Protection implications.

Abbey Road Institute's definition of a complaint is:

**'an educational or personal issue or condition that a student believes to be unfair, inequitable or a hindrance to her or his education'.**

Many complaints can be resolved informally, and the procedure for this is described in Section A below. Only a formal complaint made in writing will be dealt with under the grievance procedure outlined in Section B.

Complaints must be raised with Abbey Road Institute within five working days from the event/action which is the subject of the complaint.

## **SECTION A - Complaint Procedure**

If a student has a complaint and before invoking the formal grievance procedure, every effort should be made to resolve the issue informally, with the affected student raising his/her concerns with the person(s) involved, with his/her teachers or with a member of the staff who will help and advise. If this does not lead to a satisfactory outcome, or if the student feels unable to discuss the matter with the person(s) involved, he/she may opt to invoke the formal grievance procedure.

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

All Issues should be raised in the first instance with the Administration department who will work with the concerned student to resolve the situation through mediation.

Abbey  
Road  
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## **SECTION B - Grievance Procedure**

Students may proceed from the informal complaint to the formal grievance procedure stage within 90 days of concluding the informal process. Any submissions later than this are unlikely to be considered unless the student can provide sufficient evidence of mitigating circumstances.

If the matter has not been resolved informally to the student's satisfaction, the student should arrange to do the following:

**In the case of a complaint about Teacher(s):**

Arrange to see the Programme Coordinator

**In the case of a complaint about other student(s):**

Arrange to see the Head of Administration

These parties will establish with the student the nature of his/her grievance and take a written record of it using the Grievance Form (see enclosed), to be signed by the student to confirm that the form is an accurate representation of the issue of the grievance in question. An internal investigation will then take place and a written response of the outcome will be provided to the student. It is Abbey Road Institute's aim to resolve most formal complaints within 28 days. The student will be informed by a member of Abbey Road Institute if, for any reason, there is likely to be any delay in the process.

It is a right of the student to appoint a representative at any stage of these proceedings.

## **Appeals**

Should a student wish to appeal against the outcome of a grievance, he/she should do so in writing within 21 calendar days from the date the initial written response to the grievance has been sent to the student.

The outcome of the appeal will be notified to the student in writing within 28 working days. Staff from Abbey Road Institute Headquarters or their nominated representative will hear all appeals and will monitor the conduct of investigations and responses to the grievance.

## **Independent Adjudicator**

An adjudicator, completely independent from Abbey Road Institute will be appointed in the case of a formal grievance which remains unresolved. This person will be requested to adjudicate in the case of grievances that remain unresolved after escalation to Abbey Road Institute Headquarters.

The decision of the adjudicator will be final in all cases.





# Grievance Form

SECTION A: YOUR DETAILS				
TITLE	FIRST NAME	LAST NAME	TELEPHONE	STUDENT ID #
EMAIL CONTACT		COURSE CODE		
ADDRESS (Term Time)				
Street & House Number				
Postcode - Town				
County				
Landline Number				
ADDRESS (Non Term Time, if different from above)				
Street & House Number				
Postcode - Town				
County				
Landline Number				
HOW WOULD YOU LIKE US TO CONTACT YOU REGARDING THIS COMPLAINT? (please tick)				
Email	<input type="checkbox"/>			
Post	<input type="checkbox"/>			
WOULD YOU LIKE TO APPOINT A REPRESENTATIVE TO ACT ON YOUR BEHALF? (please tick)				
Yes (Please fill in the section below)	<input type="checkbox"/>			
No				
You are entitled to appoint a representative to act on behalf of your complaint. This is optional, but useful for students who feel unable to communicate or engage in the complaints procedure themselves. Please note that a member of ARI London, a Legal Representative or a Medical Representative (such as a GP) would not be appropriate to engage in this procedure.				
REPRESENTATIVE DETAILS				
TITLE	FIRST NAME	LAST NAME	TELEPHONE	EMAIL CONTACT
ADDRESS				
Street & House Number				
Postcode - Town				
County				
HOW WOULD YOU LIKE US TO CONTACT YOUR REPRESENTATIVE REGARDING THIS COMPLAINT? (please tick)				
	<input type="checkbox"/>			





# Grievance Form

Email	
Post	
<b>SECTION B: YOUR GRIEVANCE</b>	
Describe your grievance in detail. Include date/s of occurrence (be as specific as possible).	
<b>INFORMAL MEASURES</b>	
Please disclose any informal steps taken to raise awareness on this issue, prior to lodging your official grievance.	
Name of Abbey Road Institute Staff Member who was contacted	
Approximate date(s) of conversations / discussion	



# Grievance Form

### RESOLUTION/DESIRED OUTCOMES

Please provide details of how you think this issue could be rectified and the outcomes you hope to achieve should Abbey Road Institute uphold your grievance.

### EVIDENCE TO SUPPORT YOUR GRIEVANCE

Please list any evidence you will be attaching to this form to support your grievance. You must ensure that all supporting documents are submitted with this document to ensure our investigation can be carried out adequately. Any evidence that is submitted after your grievance evaluation has begun may affect the nature of the outcome.

Type Of Evidence (e.g. medical certificates, correspondence, course handbook, etc)	Dates Of Evidence

In accordance with the Data Protection Act 1998 we are required to obtain your consent for the following: a) to hold the information that you have provided on an electronic database; b) to disclose the information that you have provided to authorised members of Abbey Road Institute, their legal advisers or where the law requires, as necessary for the reasonable purposes connected with the investigation of your grievance. c) be aware that where a grievance relates to specific individuals, those named may have the right to be shown the grievance.

# Grievance Form

Please sign below to confirm that the information you have provided is accurate to the best of your knowledge, and to indicate your consent for the information provided to be used as detailed above.

Even if you have chosen to use a representative you must be the one to sign this form.

If you are submitting electronically type your name in the signature box

Student Signature	
Date	