



# Complaints and Grievance Procedure

## Complaints and 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 and positive feedback.

However, If you are considering raising 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's complaint are not influenced by the student's background or situation and each case is dealt with on its own merits.

#### Abbey Road Institute

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## 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 their 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, before invoking the formal grievance procedure, every effort should be made to resolve the issue informally, with the affected student raising their concerns with the person(s) involved, with their 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, they 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.

## 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 Campus and Admissions Manager

These parties will establish with the student the nature of their grievance and take a written record of it using the Grievance Form, 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, they 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. Students should send their submit their appeal to [appeals@abbeyroadinsitute.com](mailto:appeals@abbeyroadinsitute.com)

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.

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