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BCC STUDENT GRIEVANCE POLICY AND PROCEDURE

Accredited by the
 **BRITISH
COUNCIL**
for the teaching
of English in the UK



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SUMMARY:

Bournemouth City College (BCC) places great importance on student life and wellbeing. Students are expected to confirm the expectations and standard of performance and conduct and they have the right to pursue timely, legitimate grievance against employees of the BCC. Therefore, the BCC establish, this policy which allow and give students the opportunity to seek recourse form what they consider to be unfair, unjust or processed.

BCC must follow a procedure that delineates the rights and responsibilities of the aggrieved party and the BCC employee against whom a grievance may be lodged.

BCC staff must follow a procedure and steps set out in this document to ensure that the consistency is followed by all members of BCC.

This policy is reviewed and amended due to business needs and requirements on regular basis.

This document includes:

- 1) BCC Grievance Policy**
- 2) Grievance Definitions**
- 3) Grievance Procedure**
- 4) Academic Grievance**
- 5) Accommodation Grievance**
- 6) Administrative Grievance**
- 7) Sexual Harassment**
- 8) Prohibition on Retaliation**
- 9) Prohibition of Provision**
- 10) Appeals**
- 11) Confidentiality**

Policy created by:	Policy created:	Last Reviewed:	Last Reviewed:	Last Reviewed:
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BCC GRIEVANCE POLICY

The BCC places great importance on promoting and creating a climate of open communication and mutual trust between employees and the management. Students are encouraged to speak out and express themselves openly. BCC aims to resolve the grievances in good manners, informally and promptly, whilst at the same time ensuring that both the grievant and respondent are treated fairly. In the event of any grievance or dispute, however small, the teachers and the management should do their best to resolve the problems harmoniously, promptly and face-to-face, without recourse to formal procedures.

Any grievance or dispute which is not resolved, or should the management deem it necessary to instigate formal disciplinary procedures, these will be fully in accordance with British employment law.

GRIEVANCE DEFINITIONS

Academic Issues – Issues and concerns involving the English language course grades, course information, course content, BCC conduct or attitude

Accommodation Issues – Issues and concerns involving the accommodation premises, disabilities accommodation or alternate accommodation arrangement

Administration Issues – issues and concerns involving the BCC processes

Appeal – the process for requesting further investigation and consideration of a grievance, this should not be pursued if either the student or the employees disagrees with the decision made during the grievance process

Discrimination – any act or failure to act that unreasonably and unfavorably differentiates others based on solely race, religion, ethnicity, national origin, gender, sex, age or disability

Formal – a part of grievance process when informal communication regarding an incident has not been resolved and the student files an official Student Grievance Form.

Harassment – severe, pervasive and offensive behavior that negatively affects another's access to an educational opportunity or other BCC benefits

Incident – the situation that student perceives as grievable

Informal – a part of grievance process, open for communication regarding an incident in inquiry stage and open for resolution without filling of the formal grievance

Working days – days when the BCC is open and operating under normal working schedule. This does not include weekends or public bank holidays.

Student grievance form – the paper base form, available in the Office Manager office, that student use to formally register a complaint with the BCC employees about the matters

GRIEVANCE PROCEDURE

The grievance procedure is intended as the tool by which a student may formally have a grievance and this procedure applies to all student issues.

The student grievance procedure may be used by students at the time the incident occurred or individual student-initiated **“Student Grievance Form”** must be completed. A grievance cannot be filed on behalf of another person. During the grievance process, the student is responsible for presenting all evidence to support the claim. At the same time, student is advised to keep written notes and maintain all documentation to provide evidence of compliance with each step of procedure.

The student grievance procedure includes deadlines for pursuing a grievance and timelines outline within the procedure. Any issues presented after deadline will not be considered to further investigation. There is an optional extension period, which request must be completed in writing by the student and submitted to the management of BCC. The BCC will review the case and revise timeline and next steps.

BCC has procedure for academic grievance, accommodation grievance, administration grievance and sexual harassment.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Disciplinary matters which are dealt with in a separate procedure.
2. Attendance matters which are dealt with in a separate procedure.

ACADEMIC GRIEVANCE

Academic Grievance covers the issues and concerns involving the English language course grades, course information, course content, BCC conduct or attitude. The following procedure should be followed:

1. Attempt to resolve the grievance ***informally, within 5 working days of the incident***, by discussion of the issue with the person responsible for the matter being grieved (The

respondent).

2. Consult and ask teacher for guidance
3. If necessary, consult the issue or concern with Director of Studies or Office Manager
4. If the issue or concern is still not satisfactory resolved, after consulting Director of Studies and the Office Manager, student may ask for informal meeting with Managing Director.
5. If the grievance is still not informally resolved between grievant and the respondent, student will proceed to formal grievance procedure
6. The student complete, sign and deliver the Student Grievance Form to the Managing Director.
7. The Managing Director, will promptly ask "The Respondent "to submit a written response and deliver it to the Managing Director **within ten (10) working days of the request.**
8. The Managing Director, will response with the **official results** of grievance case **within ten (10) working days**, following the period of ten days given to "The Respondent" to confirm the official results and inform in writing to both parties involved in grievance process.

ACCOMMODATION GRIEVANCE

Accommodation Grievance covers the issues and concerns involving the accommodation services, such as accommodation itself, disability accommodation or arrangement of alternative accommodation facilities for student. The following procedure should be followed:

1. Attempt to resolve the grievance informally, **within 5 working days of the incident**, by discussion the issue with the person responsible for the matter being grieved (The respondent).
2. Consult and ask teacher for guidance
3. If necessary, consult the issue or concern with Accommodation or Office Manager
4. If the issue or concern is still not satisfactory resolved, after consulting Accommodation Manger and the Office Manager, student may ask for informal meeting with Managing Director.
5. If the grievance is still not informally resolved between grievant and the respondent, student will proceed to formal grievance procedure
6. The student complete, sign and deliver the Student Grievance Form to the Managing Director.
7. The Managing Director, will promptly ask "The Respondent "to submit a written response and deliver it to the Managing Director **within ten (10) working days of the**

request.

8. The Managing Director, will response with the ***official results*** of grievance case ***within ten (10) working days***, following the period of ten days given to “The Respondent” to confirm the official results and inform in writing to both parties involved in grievance process.

ADMINISTRATION GRIEVANCE

Administration Grievance covers the issues and concerns involving the support services such as support services via Office Manager or services provided by third parties and agreed by BCC. The following procedure should be followed:

1. Attempt to resolve the grievance informally, ***within 5 working days of the incident***, by discussion the issue with the person responsible for the matter being grieved (The respondent).
2. Consult and ask teacher for guidance
3. If necessary, consult the issue or concern with Director of Studies or Office Manager
4. If the issue or concern is still not satisfactory resolved, after consulting Director of Studies and the Office Manager, student may ask for informal meeting with Managing Director.
5. If the grievance is still not informally resolved between grievant and the respondent, student will proceed to formal grievance procedure
6. The student complete, sign and deliver the Student Grievance Form to the Managing Director.
7. The Managing Director, will promptly ask “The Respondent “to submit a written response and deliver it to the Managing Director ***within ten (10) working days of the request.***
8. The Managing Director, will response with the ***official results*** of grievance case ***within ten (10) working days***, following the period of ten days given to “The Respondent” to confirm the official results and inform in writing to both parties involved in grievance process.

SEXUAL HARASSMENT

Sexual harassment covers the issues and concerns involving the all unwelcomed sexual overtures or advances including, but not limited to; offensive jokes, comments, innuendos or other sexually orientated statements, requests for sexual favors, and other verbal or physical conduct of a sexual

nature. The following procedure should be followed:

1. If the student feels that he/she has been subject to any type of harassment, the offense must be reported, in writing in Student Grievance Form, to the Managing Director ***within 48 hours of the incident.***
2. A written complain should include the name of the person(s) involved, the specific Nature of the offense and the date when it occurred.
3. The ***Managing Director*** will conduct a thorough investigation of the complaint and suggest ***remedial action within 3 working days after receiving of written complaint.***
4. Any information collected in this stage of investigation will be treated as highly confidential
5. If the investigation confirms the offensive behavior, prompt action will be taken with appropriate redress to the complaining party
6. Any employee found guilty or violating this policy will be subject of disciplinary procedures

PROHIBITION ON RETALIATION

Retaliation against any person participating in good faith in connection with a grievance or complain is prohibited.

Violations will be addressed and the BCC Disciplinary procedure will be followed.

Any person who feels that they have been a subject of retaliation should make report to teachers, Director of Studies, Office Manager, Accommodation Manager or Managing Director.

PROHIBITION ON PROVIDING FALSE INFORMATION

BCC places a great importance on the integrity of policies and procedures.

Any individual who knowingly files a false information, report or complaint, knowingly providing false information during the grievance process, or intentionally misleading the BCC staff will be subject of disciplinary action.

APPEALS

If student believes that the final official result of the decision has not been fair, the student may file an appeal. An appeal should not be pursued if the student simply disagrees with the decisions made during the grievance procedure. Appeals should be filed only in exceptional circumstances, stated as

discovery of new evidence, allegation of serious bias or discrimination at some level of the student grievance procedure or documentation of evidence showing that the grievance policy was not properly followed by the BCC.

The appeal process should be followed:

1. Contact independent person “Ombudsman” to arrange meeting with designated person on www.ombudsman-services.org or contact your agent on the first place.
2. After receiving the final official result, the student can **submit a written appeal, within ten (10) working days**
3. Student must be working together with Ombudsman services to provide a clear explanation of what qualifies the grievance for an appeal. The supporting documentation should be attached. The name of the designated person assisting student is required in the appeal form.
4. Upon the receipt of the appeal, the Managing Director reviews the appeal and determines that the ***grievance is eligible for appeal within ten (10) working days.***
5. If the grievance is eligible for appeal, the Managing Director will conduct the appeal investigation and render a ***final decision within ten (10) working days.***

CONFIDENTIALITY

BCC will make effort to protect confidentiality of information received in connection of student grievance and its related investigation process and information related to the core issues or concerns of the grievance.

BCC reserve the right to share the information related to the grievance procedure, if there are instances that there is the BCC Ethical and legal responsibility to disclose information regarding circumstances related to a specific grievance, depending on the nature of the allegation.

Should this be the case, the student will be notified prior to the information being released.