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Grievance Policy and Procedure

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<p align="center">Continuous Improvement</p> <p>Procedures are meant to be 'living' documents that need to be applied, executed, and maintained. If the procedure does not reflect the current, correct work practice, it needs to be updated. Please contact us on: +356 2145 6310</p>

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1. Aim

For the purposes of this policy a student's complaint, is an expression of dissatisfaction by one or more students about the Institute's action or lack of action, or about the service provided by the Institute.

The Student Grievance Policy and Procedure provides a mechanism for fair and equitable processes which allow the concerns of a student and prospective student to be addressed as quickly as possible.

The purpose of this document is to provide detailed information regarding Grievance Policy and Procedures being applied for students at IDEA Academy.

IDEA Academy is an inclusive educational provider seeking to promote and respect the principles of diversity, inclusion, and respect for the dignity of all its stakeholders.

All parties to a complaint have the right to be:

- a. Heard and treated fairly without any bias;
- b. Informed of any complaint made which relates to them;
- c. Provided with an opportunity to respond to any complaint which relates to them; and
- d. Informed about the status of any complaint which relates to them.

2. Scope

This policy and procedure covers all students at IDEA Academy.

3. Definitions

Assigned Grades	Grade issued by IDEA Academy for work submitted by the student.
Complainant / Grievant	An individual student or a group of students making a complaint.
Grievance	Any complaint, problem, or concern of a student, regarding their studies.
Programme Coordinator/Programme Operations Executive	The person primarily responsible for student affairs and smooth running of the programmes.

4. Key Principles

- a) IDEA Management and Leadership Institute is committed to providing a high-quality educational experience, fully supported by a range of academic and administrative processes.
- b) IDEA Academy recognizes that an important part of this commitment must be to provide a clear procedure where students are able to register their dissatisfaction and to know how complaints are addressed.
- c) The Student Grievance Policy and Procedure explains how students can voice their complaints in a constructive and structured way.
- d) Students shall follow a fair grievance procedure to be heard.
- e) Matters brought to IDEA Academy attention through the complaint's procedure will be treated as valuable student feedback and the operation of the procedure is carefully monitored.

5. Types of Grievances

5.1 Administrative and Behavioural Matters

In reference to administrative and behavioural matters, students can file grievances for any of the following reasons:

- Any form of harassment;
- Issues related to disability;
- Health and safety;
- Supervisor/lecturer/another student behaviour (e.g., aggression, bullying, intimidation, etc.);
- Discrimination based on gender, religion or belief, political belief, marital or civil status, sexual orientation, age, race, and disability;
- Adverse changes in study conditions (e.g., change in study structure, change of venue);
- IDEA Academy employee misconduct;
- Lecturer and supervisor's misconduct;
- Fraud and corruption; and
- Issues about tuition, fees, and other charges.

The list is not exhaustive or exclusive. Students can come forward with any other issues related to administrative and behavioural matters.

5.2 Academic-Related Matters

Students can file academic-related grievances for any of the following reasons:

- Issues about grades and assessment
- Issues about academic probations, suspensions, penalties
- Issues about course content, teaching methodology, etc.
- Faculty performance
- Issues about Violations of the Student Code of Conduct
- Issues about transcripts, credits, degree classification, etc.

The list is not exhaustive or exclusive. Students can come forward with any other issues related to administrative and behavioural matters.

6. Grievances Procedure

6.1 General Procedure

- a) A complaint must be made on an individual basis by the student or by the groups of students. A group of students may use this procedure to make a collective complaint provided that one student identifies him/herself as the main contact for purposes of communication and has written consent from others that wish to be named as part of the complaint.
- b) IDEA Academy recognizes two types of complaints, those made informally and formally.
- c) All grievances whether following an informal or formal procedure outlined below shall be dealt within the strictest confidence by all concerned: Lecturers, Programme Coordinator/Programme Operations Executive, Registrar, Director of Quality and Curriculum Development and Director of Studies Support.

6.2 Informal Complaints

STEP 1: Student is encouraged to raise the matter within 3 working days from occurrence of complaint issue.

STEP 2: IDEA Academy encourages the practice of an open-door policy for minor complaints. Students are encouraged to come forward with their complaint to Lecturers, Programme Coordinator/Programme Operations Executive, Registrar and even Director of Studies Support.

If the complaint is not resolved to the satisfaction of the student, the complainant may appeal formally in writing to the Director of Studies Support within 10 days from occurrence of original complaint issue.

6.3 Formal Complaint

6.3.1 For complaints regarding Assessment Decisions refer to Section 7 of this document.

6.3.2 For all other complaints please follow the steps below in this section:

STEP 1: The complainant needs to submit a formal appeal using the Document 068: Appeals Form to Director of Studies Support via email or post, enclosing the following:

- Letter of complaint explaining why the student is dissatisfied;
- Documentation justifying the complaint;
- What he/she hopes the outcome to be.

STEP 2: Director of Studies Support is to form an Appeals Board and shall process the matter.

STEP 3: The Director of Studies Support shall summon the appeals Board within 5 days of receiving the complaint.

STEP 4: The Appeals Board shall be chaired by the Director owning the decision to be taken.

STEP 5: The Appeals Board shall assess the appeal in writing within 3 days from holding the meeting and informs the Programme Coordinator/Programme Operations Executive to follow up with the student.

STEP 6: The Programme Coordinator/Programme Operations Executive shall inform the complainant of the Board's decision within 2 days from receiving the response from The Appeals Board. The decision issued by the Director of Studies Support will be communicated to the grievant in writing and is considered to be final.

- 6.3.3 The grievant may be required to submit additional information and to participate in a hearing should more information be required before making final decision.
- 6.3.4 Complaints which are deemed to be frivolous or not adequately supported by documents or evidence will be rejected.

6.4 Appeals

- 6.4.1 Where a grievance is not upheld, the complainant may appeal in writing to the Director of Studies Support.
- 6.4.2 The complainant needs to submit a formal appeal using the Document 068: Appeals Form to Director of Studies Support .
- 6.4.3 The complainant should clearly indicate the decision against which s/he is appealing along with any supporting evidence. This should be done within 10 days of the written notification of the outcome of the grievance.
- 6.4.4 The Appeals Board for Student Grievances shall consist of:
 - Chair: Director (owner of the decision);
 - Member: Director of Studies (Operations or Support) or Director of Quality and Curriculum Development, as applicable;
 - Member: Technical Expert if required.

6.5 Formal Hearing

- 6.5.1 Sometimes it is not possible to reach a satisfactory resolution to a problem through the above steps, and in such cases a formal hearing may be appropriate to determine the outcome of the complaint.
- 6.5.2 The Director of Studies Support may decide to appoint a board so as to proceed to arrange a formal hearing.
- 6.5.3 Support Person
 - a. At each stage of the formal grievance procedure, students are entitled to be accompanied by a person of their own choice, other than a person with a qualification in law.
 - b. A support person may not be a person who was involved in, associated with, or alleged to have been involved in or associated with the subject matter of the complaint.

- c. It is the duty of the student/s involved in the procedures hearings to arrange for the support person to attend the meeting with them.
- d. The student using the facility of a support person is obliged to inform the Board of the name of any accompanying person in advance of the hearing. The accompanying person may be required to present an Identity Card.

7. Appeals of Assigned Grade(s)

- a) As per normal praxis, at IDEA Academy all grades go through an internal verification process before they are issued. According to this process, grades are first seen by the lecturer and then confirmed by an internal verifier before being published, to guarantee validity and fairness according to IDEA Academy's Assessment Criteria (available on Canvas).
- b) For issues regarding plagiarism refer to Document 017: The Plagiarism Policy and Procedure.
- c) Students have the right to appeal their grade if they believe that the grade assigned is not representative of the work they produced.
 - In such cases students are to fill in the Appeals Form Document 068 available on Canvas under IDEA Academy forms, and send it to the Director of Studies Support through email within ten (10) days from the day when the assessment result was first published.
- d) The assignment/discussion/examination will then enter a Quality reviewing process triggered by the Director of Studies Support.
 - a. The Quality department requests feedback from the lecturer.
 - b. If the feedback is satisfactory and the issue with the student is resolved the review process is concluded and the outcome communicated to the student.
 - c. If the issue is not resolved an Appeals Board is set up and a second marking by a second verifier is requested.
 - d. The second verifier communicated the outcome to the Appeals Board who is responsible to inform the student.
- e) The Appeals Board should reach and communicate the decision within 15 days from the filing of complaint. The decision of the Appeals Board may be one of the following:
 1. Original mark is retained - No discrepancies are found the mark assigned is just and justified.

2. Original Mark goes up - If any discrepancies are found and the second verifier deems that an improvement of the mark is required a new grade will be issued.
3. Original Mark goes down - If any discrepancies are found and the second verifier deems that the work submitted is of a lower standard and does not reflect the original mark assigned, a new lower grade will be issued.

8. Student's Responsibility Regarding Provision of Data

All students who make use of this Grievance Policy and Procedure are advised that IDEA Academy shall take disciplinary procedures against those who present false evidence and / or make false declarations throughout any stage of this procedure.

9. Supporting Documents

- Doc_009_22 Student Disciplinary Procedure
- Doc_100_22 Assessment Policy and Procedure
- Doc_017_22 Plagiarism Policy and Procedure.
- FRM_068_22 The Assessment/Examination Appeal Form

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