



IIMBAS COMPLAINTS POLICY AND PROCEDURE (ACADEMIC AND NON-ACADEMIC GRIEVANCES)

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1. BACKGROUND

The International Institute for MBA Studies (IIMBAS) is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all complainants.

IIMBAS aims to:

- a. Develop a culture that views grievances as an opportunity to improve the organisation and how it works.
- b. Set in place a grievance handling system that is client focussed and helps IIMBAS to prevent grievances from recurring.
- c. Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- d. Conduct the assessment of grievances and appeals in a professional, fair and transparent manner.
- e. Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised.
- f. Ensure that there is a consistent response to grievances.

A grievance can be defined as a person's expression of dissatisfaction with any aspect of IIMBAS's services and activities, including both academic and non-academic matters, such as:

- Application processes.
- Enrolment, induction or orientation processes.
- The quality of education provided.
- Academic issues, including student progress, assessment, curriculum, and awards in a course of study.
- An issue about one of IIMBAS's education agents or anyone that IIMBAS has an arrangement with to deliver our courses or any related services.
- Handling of personal information and access to personal records.
- The way someone has been treated.

These grievance procedures are designed to ensure that IIMBAS responds effectively to individual cases of dissatisfaction.

2. COVERAGE

In relation to non-academic grievances, the term "complainant" applies to both current students of IIMBAS and persons seeking to enrol with IIMBAS.

Complainants are entitled to access the grievance procedures set out in this policy regardless of the location of the campus of IIMBAS at which the grievance has arisen, the mode in which they study or their place of residence.



IIMBAS will respond to any grievance or appeal that an international student may have regarding their dealings with IIMBAS or with IIMBAS's education agents or anyone that IIMBAS has an arrangement with to deliver its courses or any related services.

3. BEFORE AN ISSUE BECOMES A FORMAL GRIEVANCE

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are staff available to assist the resolution of issues at this level. Complainants may raise an informal grievance by contacting the Operations Manager via email: mary@iimbasm.com. Even though it is not mandatory for complainants to raise a grievance informally, it is highly recommended.

4. PROCEDURE

This procedure can be utilised by complainants to submit a grievance of an academic or non-academic nature:

- Grievances of an academic nature include issues related to student progress, assessment, curriculum, and awards in a course of study.
- Grievances of a non-academic nature cover all other matters including grievances in relation to personal information that IIMBAS holds in relation to an individual.

During all stages of this procedure IIMBAS will take steps to ensure that:

- The complainant and any respondent will not be victimised or discriminated against.
- The complainant has an opportunity to formally present their case and each party to a grievance may be accompanied and assisted by a support person at any relevant meetings (either physically or virtually).
- A full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent.
- Where the internal or external grievance handling or appeal process results in a decision that supports the complainant, IIMBAS will immediately implement any decision or corrective and preventative action required and advise the complainant of the outcome.
- A complainant shall have access to the internal stages of this grievance procedure at no cost. Costs for an external appeal will be shared equally by IIMBAS and the complainant.

4.1. Stage One – Formal Grievance

Formal grievances must be submitted in writing marked to the attention of the Operations Manager and sent to mary@iimbasm.com.

Receipt of the grievance will be acknowledged in writing within five working days. The grievance handling process will commence upon receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable.



The Operations Manager, or their nominee, will, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request with the complainant. When such clarification occurs verbally the complainant or any respondent may ask another person to support them.

The Operations Manager, or their nominee, will then endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

4.2 Stage Two – Internal Appeal

If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the Vice President, Academic (who is senior to the original decision maker) within twenty working days of receiving notification of the outcome of their formal grievance. Internal appeals must be submitted in writing marked to the attention of the Vice President, Academic and sent to: clive@iimbass.com.

The Vice President, Academic will appoint an appropriate person or committee to consult with the complainant and other relevant parties within ten working days.

Where possible such consultations should take the form of verbal interviews. The complainant or the respondent may ask another person to support them during these interviews.

Following the consultation, the Vice President, Academic, or their nominee, will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within ten working days of concluding the appeal. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

4.2. Stage Three – External Appeal

If the complainant is not satisfied with the outcome of their appeal then an external review of the grievance can be requested through the institution that validates their course of study.

IIMBAS will give due consideration to any recommendations arising from the external review of the grievance and the Vice President, Academic will ensure that they are fully implemented within 30 days of receipt of the recommendations.



5. FURTHER ACTION

If a grievance remains unresolved after the external appeal process, the complainant may decide to refer the matter to an external agency such as The Office of Fair Trading or the Office for Students.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to act under Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

6. ENROLMENT STATUS

Where a current student chooses to access this policy and procedure, IIMBAS will maintain that person's enrolment while the grievance handling process is ongoing.

7. RECORD KEEPING AND CONFIDENTIALITY

A written record of all grievances handled under this procedure, their outcomes and reasons for the outcome shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records, upon written request to the Operations Manager. These records will be maintained in IIMBAS's virtual document repository.

All records relating to grievances will be treated as confidential and will be covered by IIMBAS's *Privacy Policy*.

8. PUBLICATION AND TRAINING

This Policy and Procedure will be made available to students and persons seeking to enrol with IIMBAS through publication on IIMBAS's website: <https://www.iimbass.com/policies-and-procedures>

For the purposes of communicating to and training staff, this Policy and Procedure will be included in the staff induction process (which will be facilitated by the Vice President, Academic).

9. VERSION HISTORY

Version	Approved by	Approval Date	Details
1.0	Board of Directors	6 August 2021	Document creation and initial approval

Document owner: Vice President, Academic