



Version Control					
Updated document to be sent to: students, lecturers and internal staff including Director of Studies (DoS) and Internal Quality Assurance Board (IQAB).					
Type of Document	Code	Change Originator / Owner	Date	Changes Done	Approver
Grievance Policy and Procedure	Doc_008_v1	Kasia Lyczkowska	06/09/19	N/A	Director of Studies
Grievance Policy and Procedure	Doc_008_v2	Tamsin Xuereb	27/05/20	Addition of Appeals Procedure for Assessment Decisions	Director of Studies

Instructions for Document Users

All IDEA Leadership and Management Institute students, lecturers and other internal staff can access revised and approved documents related to the ILMI Policies and Procedures from Canvas LMS link: <https://ideaed.instructure.com/courses/55>

Continuous Improvement

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

Table of Contents

Aim and Scope of Document	4
1. The Student Grievance Policy	5
1.1 Introduction and Objective	5
1.2 Grievance Definition.....	5
2. Grievances Procedure	6
2.1 Informal Complaints.....	6
2.2 Formal Complaint.....	6
2.3 Appeals.....	7
2.4 Formal Hearing	7
2.5 Student’s Responsibility Regarding Provision of Data	8
2.6 Appeals of Assigned Grade(s)	8
3. Types of Grievances	9
3.1 Administrative and Behavioural Matters.....	9
3.2 Academic-Related Matters	9
4. Supporting Documents	10

Aim and Scope of Document

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 ILMI.

ILMI 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.

1. The Student Grievance Policy

IDEA Management and Leadership Institute is committed to providing a high-quality educational experience, fully supported by a range of academic and administrative processes. Thus, ILMI 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.

1.1 Introduction and Objective

The Student Grievance Policy and Procedure explains how students can voice their complaints in a constructive and structured way. Students shall follow a fair grievance procedure to be heard. Matters brought to ILMI attention through the complaints procedure will be treated as valuable student feedback and the operation of the procedure is carefully monitored.

1.2 Grievance Definition

ILMI defines grievance as any complaint, problem or concern of a student, regarding their studies.

2. Grievances Procedure

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.

ILMI recognizes two types of complaints, those made informally and formally.

All grievances whether following an informal or formal procedure outlined below shall be dealt within the strictest confidence by all concerned.

2.1 Informal Complaints

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

STEP 2: ILMI encourages the practice of an open-door policy for minor complaints. Students are encouraged to come forward with their complaint to Lecturers, Programme Manager, Curriculum Manager, Registrar and even Director of Studies.

If the complaint is not resolved to the satisfaction of the student, the complainant may appeal formally in writing to the Director of Studies.

All grievances whether following an informal or formal procedure outlined below shall be dealt within the strictest confidence by all concerned for example: Lecturers, Programme Manager, Curriculum Manager, Director of Studies.

2.2 Formal Complaint

2.2.1. For complaints regarding Assessment Decisions please see section 2.6 of this document. For all other complaints please follow the steps in section 2.2.2.

2.2.2. STEP 1: The complainant needs to write to Director of Studies 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 is to form an Appeals Board and shall preside over the matter.

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

STEP 4: The Appeals Board shall assess the appeal in writing within 3 days from holding the meeting.

STEP 5: The Programme Manager acting as Registrar 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 will be communicated to the grievant in writing and is considered to be final.

The grievant may be required to submit additional information and to participate in a hearing should more information be required before making final decision.

Complaints which are deemed to be frivolous or not adequately supported by documents or evidence will be rejected.

2.3 Appeals

Where a grievance is not upheld, the grievant may appeal against the outcome on one of the following grounds:

- that the process and procedures followed as part of the original meeting were incorrect;
- that there is new evidence which may have a direct bearing on the original grievance; and.
- that the outcome of the grievance was not appropriate.

The appeal should be made in writing to the Director of Studies. The grievant should clearly state the grounds of appeal (as above) along with any documentary evidence. This should be done within 10 working days of the written notification of the outcome of the grievance.

The Appeals Board for Student Grievances will be chaired by the Director of Studies or his delegate. The two other Board members shall be appointed by the Director of Studies.

2.4 Formal Hearing

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.

The Director of Studies may decide to appoint a board so as to proceed to arrange a formal hearing.

2.4.1. Support Person

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.

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.

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.

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.

2.5 Student's Responsibility Regarding Provision of Data

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

2.6 Appeals of Assigned Grade(s)

All grades issued by ILMI go through an internal verification process, where grades are first seen by the lecturer and then confirmed by a second assessor before being published, to guarantee validity and fairness according to ILMI's Assessment Criteria (available on Canvas).

If there are any issues regarding plagiarism flagged by the lecturer, these are discussed with the Quality Assurance Manager before a decision is made. For more information please see The Plagiarism Policy and Procedure Document 017.

Students, however, still 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 ILMI forms, and send it to the Quality Assurance Manager through email. Appeals regarding assessment decisions must be submitted by the student to the Appeals Board within seven (7) working days from the day when the assessment result was first published.

The assignment/discussion/examination will then be reviewed by the Appeals Board and if any discrepancies are found a new grade will be issued.

3. Types of Grievances

3.1 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 (i.e. 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 (i.e. change in study structure, change of venue, etc.);
- ILMI 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.

3.2 Academic-Related Matters

Students can file grievances related to academic-related matters 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.

4. Supporting Documents

- Disciplinary Procedure Document 009
- Assessment Policy Document 011
- Student Appeals Form Document 068
- Plagiarism Policy and Procedure 017

IDEA Group was founded in 2005 as IDEA Management Consulting Services offering advisory services in the field of business development, change management and human resources as well as corporate training.

Today, Idea Group offers a wide range of management, research, training and education services. The Group's centric idea remains keeping clients at the centre of our service.

HardRocks Business Park
The Fort, Level 3 No.5
Burmarrad Road
Naxxar, NXR 6345

Tel: +356 2145 6310

Web: www.ideaeducation.com.mt

Email: info@ideaeducation.com.mt

