

Grievance Policy and Procedures

Policy

SITAL College is committed to ensuring that students have the right to express any dissatisfaction with respect to any of the services, or programmes offered by the college; that complaints are addressed in a timely fashion, decisions are fair, evidence based, as far as is practical confidential, and that there will be no reprisals to students submitting complaints.

Introduction

SITAL's Grievance Procedure provides the means to implement this policy. The procedure is communicated to students via the student handbook, at orientation, on noticeboards and on our webpage.

Objectives:

The objectives of the grievance procedure are as follows:

- Students must have an avenue for expressing complaints to SITAL College or the transnational awarding bodies of whose programmes are delivered at SITAL.
- This procedure must be clearly expressed and effectively communicated to students. This must include the procedure itself, and the conditions upon which the grievance will be addressed.
- There must be a clear distinction between an informal complaint/concern which can be handled by support staff but no record is required, and a formal grievance, which mandates a sequence of activities.
- The procedure must identify the nature of the grievance and the pathways and timeframes to appeal or escalate the matter should the initial response not be to the student's satisfaction.
- The procedure must be administered fairly, in a timely fashion and be evidence-based.
- Final decisions regarding complaints must be communicated to students.
- A permanent record must be kept of all formal complaints and as much as is practical student issues should be kept confidential.

Grievance Procedure

1. Student lodges complaint in person, via telephone, via letter, email or otherwise.
2. The member of staff receiving the complaint should determine whether the student is making an informal complaint or would like to lodge a formal complaint. In doing so the staff member should ask the student if he/she is aware of the grievance procedure and if not, provide a copy or direct them to the webpage or noticeboard. If the complaint is informal, the staff member should attempt to provide a resolution immediately, or failing this within 24 hours. Upon providing the response the staff member should enquire whether the matter has been satisfactorily resolved.
3. If the student wishes to lodge a formal grievance they should be provided with a grievance form to fill in the details of their grievance. If the original complaint was submitted in written form, and the student wishes to lodge a formal grievance, this information should be transferred to the complaints form. It may be necessary to get the student to fill in additional details.
4. The form must be delivered to the Programme Manager who will then identify the person appropriate for addressing the grievance as directed by the Table below. This must be done immediately and an email sent by the Programme Manager to the student, to acknowledge receipt of the grievance, the nature of any investigation to be conducted and the expected timeframe for a response to them.
5. The matter should be investigated by the staff member responsible, who may request input from other staff members or external persons in deciding the matter. This should be done in a timely manner and within the time frame communicated to the student. A record of the deliberations and the outcome should be attached to the complaint.
6. The outcome of the investigation should be communicated to the student providing the rationale upon which the decision was based. The student should be asked if they are satisfied with the result or wish to appeal or escalate the grievance. If there is an appeal or escalation the process continues at this higher level.
7. The complainant and the relevant details must be copied to the grievance register within three days of receiving the complaint.

Table 2 Responsibility Matrix and Escalation Route

Categories of Complaints	Responsible Person	Guiding Documents	Escalation route
Faculty Concerns	Academic Administrator: Faculty Selection and Management (AAFSM) <i>Ms L. Francis</i>	MSM Academic Manual	Academic Director
Administrative Issues	Academic Administrator –Degree Programme Management- <i>Ms. S. Awai</i> Academic Administrator -Diploma Programme Management <i>Ms.G. Mootie</i>	MSM Administration Manual	Executive Director
Assignment Issues	Academic Administrator- Academic Student Support and AIB Projects Management <i>Ms N. St.Hill-Ramdass</i>	MSM Academic Manual;	Academics Team / Academic Director
Exam Matters	Academic Administrator –Degree Programme Management- <i>Ms. S. Awai</i> ; Academic Administrator -Diploma Programme Management- <i>Ms.G. Mootie</i>	Exams Protocol	Academic Director
Project Issues	Academic Administrator- Academic Student Support and AIB Projects Management <i>Ms N. St.Hill-Ramdass</i>	MSM Academic Manual	Academics Team / Academic Director
HSSE Matters	HSSE Coordinator	MSM HSSE Manual; checklists	Quality Assurance Director
IT Challenges	IT Coordinator	MSM IT Manual	Quality Assurance Director
Student Concerns	Head of Student Affairs; Academic Administrator- Academic Student Support and AIB Projects Management <i>Ms N. St.Hill-Ramdass</i>	MSM Academic Manual ; MSM Administration Manual; AIB Protocols	Executive Director
GATE and Payment issues	GATE Officer; Programme Administrator	GATE; RECRUITMENT document on GLG; MSM Accounts Manual	Executive Director / Quality Assurance Director

Advice to Students-(On webpage noticeboard and orientation)

Excerpt from SITAL College Student Handbook

Do You Feel that You Have Been Unfairly Treated?



- *SITAL College will provide equal opportunities for both students and employees with no discrimination on the grounds of gender, age, ethnicity, religion or disability*
- *SITAL College is committed to ensuring that students have the right to express any dissatisfaction with respect to any of the services, or programmes offered by the college; that complaints are addressed in a timely fashion, decisions are fair, evidence based, as far as is practical confidential, and that there will be no reprisals to students submitting complaints*

SITAL College endeavors to provide you with a high quality of service and high quality programmes. However, SITAL is committed to ensuring that students have the right to express any dissatisfaction with respect to any of the services, or programmes offered by the college.

We assure you that complaints are addressed in a timely fashion and that there will be no reprisals to students submitting complaints.

Not every concern or query constitutes a grievance. Decisions must often be made for the collective good of a cohort and occasionally this may not be to each individual's satisfaction. Other concerns or queries may be addressed by your support staff and academic concerns may be addressed by Academic Student Support. If however you believe that you have been unfairly treated and your matter has not

been resolved informally, you should lodge a formal complaint by filling in the SITAL College Grievance Form.

The form is available from Student Support and is available on-line <http://sitalcollege.com/edu/index.php/students/online-learning-resource-2#aib-student-greivence-policy-and-procedures>. The completed form should be sent to the Programme Manager.

For matters pertaining to transnational awarding bodies, which have their own procedure for lodging complaints or appeals, you are required to follow their procedure and forms. Our student support staff will guide you through this process.

Your grievance will be investigated and you will receive your outcome via email. Decisions are based on evidence provided and hearsay or third party grievances will not be entertained. If you would like to be present for an investigation, or would like a third party present to assist in the investigation this can be facilitated. Details of your complaint are kept confidential as far as is practical when addressing the grievance.

Should you not be satisfied with the response, you have the opportunity to request you're your grievance be escalated or appeal the response.

SITAL Grievance Form

[STUDENT GREIVANCE FORM V2 Dec 2016.docx](#) Sent as separate document.

Grievance Register

[AIB Attachment 1 - Grievance Register - template.xlsx](#)