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GBS Student Complaints Policy and Procedure

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Related policies

- GBS Student Charter
 - GBS Student Code of Conduct
 - GBS Academic Appeals Policy
 - GBS Student Protection Plan
 - GBS Assessment and Feedback Policy
 - GBS Student Disciplinary Policy
 - GBS Equality and Diversity Policy
 - GBS Records Management and Retention Policy
 - GBS Anti-Harassment and Anti-Bullying Policy
 - GBS Staff Disciplinary Policy
 - GBS Special Considerations and Reasonable Adjustment Policy.

External Reference

1. Information Commissioner's Office, Accessed online at: <https://ico.org.uk/>
2. UK Public General Acts, *Data Protection Act 2018*, Accessed online at: <https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>
3. [UK Quality Code for Higher Education, Advice and Guidance: Concerns, Complaints and Appeals](#). GBS has fair and transparent procedures for handling complaints which are accessible to all students. Findings from complaint investigations will be used to improve services for students and the student experience. Recommendations are monitored by the Academic Standards and Quality Committee.
4. Office of the Independent Adjudicator for Higher Education [OIAHE Good Practice Framework](#), Handling Complaints and Academic Appeals.

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Global Banking School Student Complaints Policy and Procedure

1. Policy Statement

- 1.1. Global Banking School (GBS) seeks to provide a student experience that changes the lives of all our students, fosters a culture of positive wellbeing and values their voices. It recognises, however, that there may be occasions where the level of service¹ provided falls short of the standard that might reasonably be expected, and this in turn may lead to a student or group of students being dissatisfied. This policy and procedure are designed to ensure that students who are entitled to make a complaint about any service or lack of service offered by GBS are dealt with in a fair, effective and timely manner.

- 1.2. In circumstances where the level of service falls below the standard that might reasonably be expected, students are entitled to make their concerns known and, if this does not resolve the matter, pursue a formal complaint. The Student Charter states that GBS should take clear and appropriate action when things may go wrong, and this policy and procedure sets out the standards of both students and GBS where a student or group of students wishes to pursue a complaint.

- 1.3. The Student Charter also provides students with the opportunity to give feedback about the quality of the teaching and learning, course and constituent modules/units of study, facilities, and services that they receive, and respond to their feedback and act upon it wherever practically possible.

2. Purpose

- 2.1 The purpose of this policy is to provide students with an accessible and straightforward approach in resolving their complaints. GBS believes it is important that students feel able to express dissatisfaction to which a response should reasonably be expected.

3. Definitions

¹ This GBS Complaints Policy and Procedure applies to any services offered by GBS. If a complaint concerns services offered by a GBS Higher Education partner, the complaints policy and procedure of the relevant partner should be used. These are available from the appropriate higher education's website. If in doubt about where to make your complaint, please ask your Student Success Tutors.

3.1 As guided by the Office of the Independent Adjudicator for Higher Education (OIAHE)² Good Practice Framework, GBS defines a student complaint as an expression of dissatisfaction by one or more students about a Provider's action or lack of action, or about the standard of service provided by or on behalf of the provider.

3.2 Complaints may relate to (though not be limited to):

- 3.2.1 Student experience e.g., relationships with GBS services, conduct of GBS staff etc.
- 3.2.2 Teaching and learning experience e.g., quality of teaching, teaching facilities, failure on the part of GBS to meet stated obligations
- 3.2.3 Academic services e.g., library services
- 3.2.4 Administrative services e.g., Registry, Finance etc.

3.3 The GBS Complaints Policy and Procedure does not cover the following:

- 3.3.1 **Academic Appeals:** Appeals against the decision of an assessment board is handled under the Academic Appeal Policy.
- 3.3.2 **Bullying or Harassment:** Allegations of bullying or harassment by a student or member of staff fall under the GBS Anti-Harassment and Anti-Bullying Policy and Procedure for Staff and Students. Students believing, they are being harassed in any way should first seek the advice from the Dean of Students.
- 3.3.3 **Whistleblowing:** Matters of public interest should be dealt with under the Whistleblowing Policy.

4. General Principles

4.1 Timely and transparent procedures

- 4.1.1 All complaints are dealt with in a timely manner and through processes which are clear, straightforward, and transparent.

4.2 Anonymity or third-party complaints

² The Office of the Independent Adjudicator are the independent student complaints scheme for England and Wales. Their services include reviewing unresolved complaints, share learning from complaints and work in the wider regulatory framework for higher education and in the ombud sector. They are approved by the Chartered Trading Standards Institute as the consumer **Alternative Dispute Resolution (ADR)** body for higher education.

- 4.2.1 GBS expects that persons with concerns should be responsible for making these concerns known themselves. Complaints made by a third-party will only be admitted to these procedures under exceptional circumstances and with the student's written consent.
- 4.2.2 Complaints require investigation to enable resolution. For practical reasons therefore, normally no action will be taken in the event of complaints made anonymously.

4.3 Submission in good faith

- 4.3.1 GBS presumes that all complaints are submitted in good faith and will not disadvantage any student for bringing forward a complaint.
- 4.3.2 Complaints that GBS considers to be unreasonably persistent or vexatious will not be considered and could result in action through GBS Student Disciplinary Policy and Procedures.

4.4 Impartiality in investigation

- 4.4.1 All complaints will be investigated by staff who have no material interest in the complaint.³

4.5 Privacy

- 4.5.1 Staff investigate complaints with due regard for the privacy of all parties. The complaint is only disclosed to those immediately involved and/or those whose participation is necessary for a resolution. All parties are required to respect the confidentiality of the process.

4.6 Confidentiality

- 4.6.1 Confidentiality will be respected in conducting all aspects of the complaint's procedures. However, any student or member of staff about whom a complaint is made will have the right to be informed of the complaint and its nature and have access to any relevant evidence.

³ A complaint is when you believe that the institution has treated you unfairly or a service has not been provided to a satisfactory standard. It is an expression of dissatisfaction by one or more students about the action or lack of action, or standard of service, provided by the institution or by a third party acting on behalf of the institution.

4.6.2 If a student requests that their identity be kept confidential, this is respected up to the point where disclosure is necessary to progress or resolve the issue, in which case the complainant is informed in advance of the disclosure.

4.6.3 GBS will not disclose any information to third parties regarding investigations and outcomes from student complaint cases unless legal exceptions under the [Data Protection Act](#) apply.

4.7 Student Representation

4.7.1 Students involved in a student complaint shall have the right to be accompanied to any discussions, meetings, or hearings by a friend or student representative. Students cannot have legal representation unless this is agreed as a reasonable adjustment on the grounds of disability. Please see GBS Special Considerations and Reasonable Adjustment Policy.

4.7.2 At least 48 hours before the discussion, meeting or hearing, the student should advise the Secretary⁴ of the name and status of the person accompanying them.

4.7.3 The GBS Complaints Policy and Procedures is an internal process and does not have the same degree of formality as a court of law. As such, legal representation is not permitted at any discussion, meeting, or hearing.

4.8 Advice and Guidance

4.8.1 Complainants may wish to consult with the following sources of advice when considering their complaint:

- Dean of Students
- Student Success Tutors
- Academic Team; Deans, Associate Deans or Programme Leaders
- Student Engagement Officer

4.9 Complaints Including Elements of Appeal

⁴ The student will be made aware of the designated secretary in advance of any meetings or hearings being arranged through their allocated Student Success Tutor.

4.9.1 Where a complaint also contains within it an element of an academic appeal, it is not possible for the academic appeal to be dealt with under this procedure. A separate academic appeal must be lodged in line with the procedures outlined in GBS Academic Appeals Policy.

4.10 **Complaints against GBS staff**

4.10.1 Where a complaint is against a member of GBS staff the following principles apply:

- an assumption of no fault until the balance of evidence from the investigation demonstrates otherwise.
- the right of the member of staff to be informed of the complaint and have access to any relevant evidence presented.
- the right of the member of staff to be accompanied to any discussions, meetings, or hearings by a colleague.
- the right of the member of staff to know the outcome of the complaint; and
- confidentiality of the process will be respected.

4.10.2 Where a complaint involving an allegation of misconduct by a member of staff is upheld, this may form the basis of further action under the GBS Staff Disciplinary Policy.

4.11 **Staff involvement in the Complaints Process**

4.11.1 It may be appropriate for a member of staff to be called as a witness or provide information as part of a complaint investigation. In these circumstances it is expected that GBS staff will support the operation of the procedure.

5. **Roles and Responsibilities**

5.1 Responsibility for the management and implementation of this policy and procedure lies with the Dean of Students, Provost/nominee, Academic Standards and Quality Office and appointed investigating officer.⁵

⁵ Please note the Dean of Students will handle formal complaints however operational tasks will sit with ASQO to ensure meetings are set up, meeting minutes and reports are done in a standardised way and then logged and stored in the SharePoint folder.

5.2 Students are responsible for familiarising themselves with this policy and procedure and for acting in accordance with it as required. It is the responsibility of students to seek clarification if necessary.

5.3 GBS Academic Standards and Quality Office (ASQO) are responsible for monitoring and reviewing this policy and ensuring that guidance and advice is made available to students and staff. ASQO⁶ are also responsible for ensuring all complaints are logged, and progress is kept updated on the Student Casework Database on the ASQO SharePoint. ASQO can be contacted on ASQO@globalbanking.ac.uk.

6. GBS Complaints Procedure: Overview

6.1 There are four stages to the complaint's procedure:

Stage 1: Conciliation

Stage 2: Formal Complaint

Stage 3: Review (internal)

Stage 4: Independent Review (external)

6.2 In the case of a complaint about a member of the senior management team, Stage 2 will be as follows:

- a) A complaint about the Dean, Managing Director, Associate Dean, Provost or Academic and Quality Director will be heard by the Chief Executive Officer.
- b) A complaint against the Chief Executive Officer will be heard by an Independent External individual.

7. Stage 1: Conciliation

7.1 GBS acknowledges that methods other than a meeting may be more suitable when attempting to resolve the complaint at Stage 1. GBS urges students to attempt to resolve complaints at Stage 1 and expects that most complaints will be resolved satisfactorily at this stage.

7.2 The complaint should be raised as soon as possible and normally no more than ten working days after the failure in the service or the matter giving rise to the complaint.

⁶ ASQO are responsible for GBS academic quality assurance framework.

The member of staff approached should try to resolve the complaint through meeting with the complainant within ten working days of receipt of the complaint.

7.3 Where it is not clear to the complainant which member of GBS's staff is directly concerned, or the complainant is unclear on the correct complaints procedure to follow, the complainant will be advised by the Dean of Students or nominee.

7.4 Where the procedure outlined above does not produce a satisfactory resolution of the matter giving rise to the concern, the complaint may be formalised and dealt with as a Stage 2 formal complaint, detailed below. While every reasonable effort should be made to resolve complaints at Stage 1, the complainant has the right to proceed to Stage 2 at any time provided it is within two calendar months of the matter giving rise to dissatisfaction.

8. Stage 2 Formal Complaint

8.1 If a complainant is dissatisfied with the outcome of Stage 1 or wishes to proceed directly to Stage 2, he/she should make a written complaint using the formal complaints form (*Please see Annex 2 - GBS Stage 2 Formal Complaint Form*). The completed form should be submitted to studentcasework@globalbanking.ac.uk. By proceeding directly to Stage 2, the complainant should be aware of the lost opportunity to resolve the matter by informal means.

8.2 Any complainant who has not attempted to resolve their complaint through conciliation (Stage 1) will be asked to explain on the formal complaints form why they have not completed Stage 1 of the complaint's procedure or why the informal process has not resolved matters to their satisfaction.

8.3 The completed formal complaints form should be lodged within ten working days of the unsatisfactory outcome of Stage 1 or within two calendar months of the complainant becoming aware of the matter with which he/she is dissatisfied.

8.4 An extension of these time limits will only be possible in exceptional circumstances, such as illness, an apparent risk of victimisation, personal embarrassment, or other hindrance beyond the student's control. In such circumstances, the formal complaint should be made as soon as possible thereafter, without undue delay, and the

complainant will be asked to explain on the formal complaints form the reason for the complaint being lodged outside of the time limits.

8.5 All Stage 2 complaints made using the formal complaints form will be processed by the Dean of Students with the support of the Academic Standards and Quality Office.

8.6 If the complaint is more appropriately investigated through the academic appeals procedure, then the complaint will cease to be handled as a complaint at this point and will instead be processed as an academic appeal.

8.7 If the complaint concerns a member of staff and/or concerns harassment matters, the Dean of Students and Academic Standards and Quality Office should consult with the Head of Human Resources regarding the appropriate procedure to adopt before investigating.

8.8 The Dean of Students and Academic Standards and Quality Office will appoint an appropriate member of staff to investigate the complaint. The appointed person will, in most circumstances contact the student to clarify matters and discuss the issues. The investigating manager will submit a report to the Dean of Students and Academic Standards and Quality Office. The member of staff responsible for dealing with the complaint shall:

- a) make such investigations as he/she deems appropriate.
- b) ask any person being the subject of a complaint for a written statement on the alleged failure/deficiency.
- c) keep the complainant, and other relevant people involved informed on the progress of the investigation.

8.9 If the Dean of Students and Academic Standards and Quality Office and/or investigating person considers that there is a clear case to proceed under the staff disciplinary procedure, the case will cease to be handled through the complaints procedure and dealt with henceforth by the Head of Human Resources.

8.10 The report will provide a summary of the evidence gathered about the complaint and make one of three general recommendations:

- a) to dismiss the complaint.

- b) to suggest an amicable settlement to the complainant (and member of staff, where appropriate). If this is not mutually accepted within five working days, then the investigator shall decide under (a) or (c) of this section. If the settlement is accepted, the procedure terminates at this stage.
- c) to find the complaint justified and make an offer of redress to the complainant, for example, an apology and/or appropriate recommendations.

8.11 The Dean of Students, and/or investigating person shall, within 15 working days of receipt of the formal complaints form, produce a written report responding to all complaint points and making clear the grounds on which a decision or settlement has been reached.

8.12 A letter from studentcasework@globalbanking.ac.uk will be given to the complainant based on the Dean of Students and/or investigating person's report. The letter will deal with each point of complaint and include actions, as appropriate.

9. Stage 3: Review (Internal)

9.1 If the complainant is still not satisfied with the response, a request for review should be submitted to studentcasework@globalbanking.ac.uk via the Student Complaints Review Form (*Please see Annex 3 - GBS Stage 3 Student Complaints Review Form*) in order to determine whether the student has grounds under which their complaint can be considered within 10 working days of receipt of the response, explaining why he/she is not satisfied with the outcome. The complainant should indicate the matters that he/she considers to be outstanding.

9.2 Within 10 working days of receipt of the complaint, the Provost or nominee with the support of the Academic Standards and Quality Office will decide whether there is a clear case to refer the matter to the Complaints Review Panel, provided that:

- a) There is, at the time, still a complaint which comes under the scope of this procedure.
- b) The student's desired outcome to the complaint is achievable.

c) The complaint was lodged within the set time limit.

9.3 If there is no clear case for proceeding to Complaints Review Panel, the complainant shall receive a written statement explaining the reasons for this.⁷ If the complainant is not satisfied with the response, he/she shall be given the option of proceeding direct to an Independent Review at Stage 4.

9.4 If there is a clear case for proceeding, the Provost or nominee may consider the possibility of convening a mediation meeting with the parties involved at Stage 1 of the procedure. If the meeting is successful, the complainant and other party will be informed of the outcome in writing **within 10 working days**.

9.5 When an attempt to achieve a resolution through mediation is unsuccessful or would appear to be inappropriate, the Provost or nominee will arrange for complaints review panel to be convened **within 30 working days of the notification** to consider and adjudicate on the complaint. The Complaints Review Panel shall normally consist of the following members:

- (a) A Chair, who shall normally be a member of the Executive Board, who has not been involved in the case.
- (b) Two members of staff not directly involved with the student(s).
- (c) Member of the Academic Standards and Quality Team to act as Secretary to the Complaints Review Panel meeting.

9.6 Where possible, GBS shall seek to ensure that the composition of the complaints review panel reflects the character of GBS. The Dean of Students shall make available to the Complaints Review Panel the completed Stage 2 formal complaints form, previous correspondence relating to the complaint and any other relevant documentation.

9.7 The outcome and the reasons for the decisions of the Complaints Review Panel will be communicated by the Provost or nominee via studentcasework@globalbanking.ac.uk to the complainant **within 10 working days of the meeting of the Complaints Review Panel**. The Complaints Review Panel

⁷ The Dean of Students office will notify the student of their outcome.

will, at the same time, send a report summarising the complaint, the action taken to resolve it, and the panel's conclusions and recommendations. The decision of the Complaints Review Panel will be final and binding.

9.8 If the complaint is upheld, the Provost or nominee via studentcasework@globalbanking.ac.uk will inform the student **within 15 working days of receipt of the report**, stating what action has been taken or is proposed in the light of the panel's recommendations.

9.9 As far as is practicable, confidentiality shall be preserved in the investigation of the complaint. However, information provided by the complainant may be used when a complaint is investigated.

9.10 Once the Stage 3 procedure has been completed, GBS will issue the complainant with a completion of procedures letter. *(Please refer to Annex 4 - GBS Completion of Procedures Letter Template)*. This letter will be issued by the Provost or nominee via studentcasework@globalbanking.ac.uk. The letter will notify the complainant of the outcome of their complaint and any changes or adjustments that may have been made as a result of the complaint.

10. Procedural Rules: Complaint Review Panel

10.1 The hearing shall take place in private on the premises of GBS⁸ on a date fixed by the Chair in consultation with the other member of the panel. The complainant may be accompanied at the hearing by one friend but not a paid legal representative.

10.2 Where several students are bringing the same complaint, they shall appoint two of their members (each accompanied by one friend who cannot be one of the complainants) to attend the hearing. Both the complainant and their friend will have the opportunity to address the panel and ask questions.

10.3 After the date of the hearing has been fixed, the Complaints Review Panel Secretary, at least seven days before the hearing, write to the complainant(s):

(a) Notifying the date of the hearing.

⁸Please note, hearing could take place via a face-to-face meeting or an online virtual meeting. If the former, this is normally at the campus where the student is based.

- (b) Requesting three copies of any written submissions from the complainant, to be submitted at least two full working days before the hearing date.
- (c) Requesting the complainant(s) to provide the name(s) of any friend(s) who will accompany them at the hearing and the name(s) of any witness(es) they would like to call (it is the responsibility of the complainant(s) to notify such friend(s) or witness(es) of the hearing).
- (d) Requesting the complainant(s) to provide details of any reasonable adjustments that may need to be made for the hearing to accommodate the complainant if they have a declared disability.

10.4 At all times following the lodging of a complaint under the formal complaint's procedure, a member of GBS staff who is concerned or named in the complaint or whose conduct is by implication called into question by the complaint has the right to be represented by a friend, who shall normally be another member of staff of GBS.

10.5 The Complaints Review Panel Secretary will circulate all the information received to the panel and to the parties involved at least two working days before the date of the hearing. Written information not received in advance shall not be considered by the panel unless the panel decides, in exceptional circumstances, to receive such evidence.

10.6 If the complainant does not appear at the date and time scheduled for the hearing, the complaints review panel shall consider whether any reasons advanced for non-attendance are valid, and:

- (a) if members so judge, adjourn proceedings to a later meeting.
- (b) if no reasons are advanced, or if they are judged invalid, proceed in the complainant's absence.

10.7 The panel will decide whether any witness should be called. The Complaints Review Panel Secretary will produce the report on behalf of the panel. The Chair has the power to regulate the procedure of the hearing within the spirit of these rules,

having regard to the need to maintain informality and reasonable progress of the proceedings.

10.8 Time limits may be departed from only at the discretion of the Chair. If a complaint lapses as a result of failure to keep to a time limit, the complaint cannot be recommenced. Time is calculated on working days throughout the year. In exceptional circumstances the panel may consider documents or hear evidence in the absence of the parties.

11. Stage 4: Independent Review (External)

11.1 If the complainant has exhausted the internal procedures of GBS at Stage 3, and those of the awarding body, where appropriate, and is not satisfied with the outcome he/she may request the case to be reviewed by the Office of the Independent Adjudicator for Higher Education (OIAHE). The OIAHE is a body independent of GBS, universities and other institutions of higher education.

11.2 The OIAHE must receive a completed scheme application form within twelve months of the date of the completion of procedures letter. The grounds and eligibility for review shall be determined by the OIAHE.

11.3 The findings of any case considered by the OIAHE shall be considered directly by the Chief Executive Officer or nominee of GBS. The provost or nominee shall take the recommendations of the OIA into account in reaching a final decision about any action that should be taken in response to the complaint. The decision of the provost is final and there shall be no further appeal against this decision.

12. Reporting to Academic Board

12.1 The Academic Standards and Quality Office will keep a record of all formal complaints that are made including the types, those making complaints and how each complaint was resolved. This will include formal complaints that are progressed through the complaints procedure and those which are resolved informally at some stage in the complaint's procedure.

12.2 The Academic Standards and Quality Office shall make an annual report, in July each year for consideration by the Autumn meeting of the Academic Board. The

annual report will also be considered at the next appropriate meeting of the Executive Board.

12.3 The Academic Standards and Quality Office shall report annually to the Academic Board on formal complaints (Stage 2 and Stage 3) received. The report will include:

- a) The number of formal complaints lodged, and the number satisfactorily addressed at Stage 2.
- b) The number of complaints that proceed to Stage 3.
- c) The number of complaints that proceed to a Complaints Review Panel; and number proceeding to independent review.

12.4 Data concerning equal opportunities monitoring shall also be provided. Any overall recommendation(s) arising from the reviews will be drawn to the attention of the Academic Board.

13. Monitoring and Review

13.1 This policy may be amended by GBS at any time. GBS will ensure that all staff receive appropriate training to enable them to comply with this policy. GBS will regularly test our systems and processes to monitor compliance. Any issues related to the monitoring and review of this policy, please contact asqo@globalbanking.ac.uk.

13.2 GBS subscribes to the independent scheme for the review of student complaints. If a student is dissatisfied with the outcome of their complaint, they may be able to apply for a review of the complaint to the Office of the Independent Adjudicator for Higher Education (OIAHE) providing the complaint is eligible under its rules.

13.3 Details about the OIAHE can be found on their website: <https://www.oiahe.org.uk/>. Further guidance about submitting a complaint to the OIA is available at their website: <https://www.oiahe.org.uk/students/how-to-complain-to-us/>.

14. Data Protection and Confidentiality

14.1 GBS is registered with the Information Commissioner's Office as a Data Controller. Details of the School's registration are published on the [Information](#)

[Commissioners website](#). GBS as a Data Controller shall implement appropriate technical and organisational measures to ensure that processing of personal information is performed in accordance with the UK General Data Protection Regulations (UK GDPR) and under the Data Protection Act 2018 (DPA).

14.2 By submitting a complaint, students are agreeing that GBS can process, use, and share information it contains to enable the complaint to be considered. Information may be disclosed to any person who has a need to see it for the complaint to be fully investigated. Information may also be shared with relevant people after a complaint to facilitate actions and recommendations after investigation. For Data Protection purposes and compliance matters, please contact dpa@globalbanking.ac.uk.

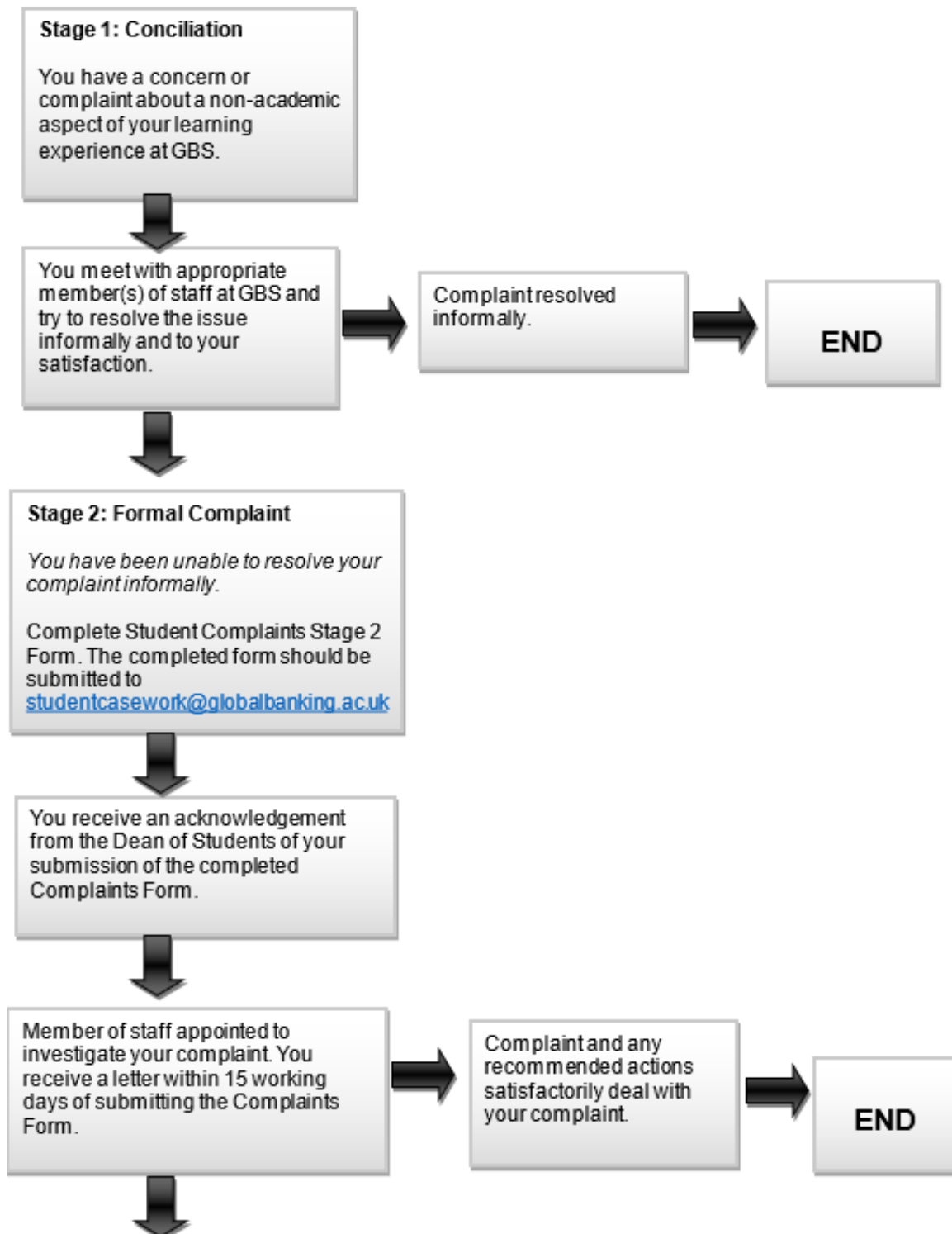
14.3 All documentation relating to complaints will be kept confidential and shall be disclosed only to those persons who have a right to the information by virtue of their role in the complaints process, or as required by law.

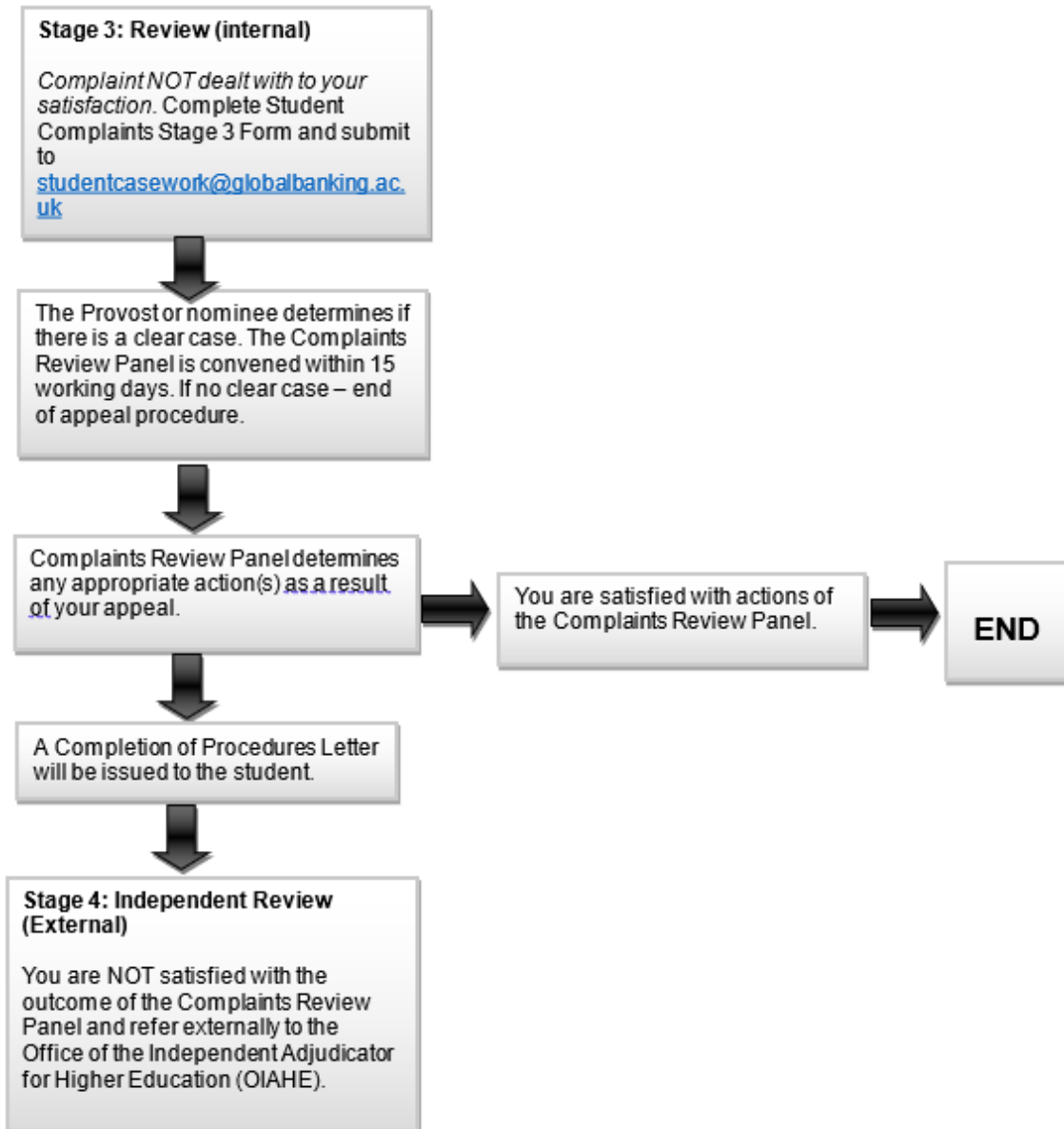
15. Alternative Format

15.1 This policy can be provided in alternative formats (including large print, audio and electronic) upon request. For further information, or to make a request, please contact:

- **Name:** Student Welfare Management Team
- **Position:** Student Welfare Officer/Manager
- **Email:** welfare@globalbanking.ac.uk

Annex 1 GBS Student Complaints Procedure Flow Chart





Annex 2 GBS Stage 2 Formal Complaint Form

You need to complete this form to lodge a Stage 2 formal complaint. You should only make a Stage 2 formal complaint after you have tried to resolve the issue or issues that have caused you concern by informal means. You should submit the completed Stage 2 Formal Complaint Form to studentcasework@globalbanking.ac.uk. You will receive an acknowledgement following the submission of this form within five working days.

Please ensure that you complete every part of this form. Normally, you should expect to receive a formal response to your complaint within fifteen working days of submitting the completed Stage 2 Formal Complaint Form.

If you have any questions or queries, please contact the Dean of students in the first instance.

YOUR DETAILS:			
Full Name:		Student ID:	
Course of study:		Address:	
Tel:		Email:	

FOR OFFICE USE ONLY INVESTIGATOR DETAILS:			
Name:		Position:	
Date:		Time:	
Tel:		Email:	
Type of Complaint:			

NATURE OF COMPLAINT
<i>Please state clearly...</i>

Please give further details about your complaint together with any evidence and/or facts that support your complaint...

Please indicate how you think the issues that you have raised in your complaint could be resolved to your satisfaction...

Please describe how you have tried to resolve your complaint by informal means...

FOR OFFICE USE ONLY

INVESTIGATION INFORMATION & OUTCOME ACTIONS:

Details of Investigation:

Procedure(s) Revised due to Complaint:

DETAILS OF ACTIONS TAKEN AND INVESTIGATON OUTCOMES:

HAVE THE MITIGATING ACTIONS PREVENTED THE COMPLAINT FROM OCCURRING AGAIN?
(Describe)

STUDENT DECLARATION

Data Protection Act 2018- By signing this form you are also agreeing to the following: Global Banking School will process the information provided by you and your personal data for the purposes of investigating and resolving your complaint and monitoring and evaluating the effectiveness of the student complaints procedure. If you do not give your consent by signing this form Global Banking School will not be able to progress your complaint.

Please ensure that you complete each section of this form. When completed please sign and date, then submit to the Dean of Students at Global Banking School.

I confirm that the information given on this form and in supporting documents is true to the best of my knowledge and belief. I agree that my complaint may be disclosed to relevant members of Global Banking School to the extent necessary for its consideration.

I authorise the reviewer(s) of this complaint to consider this form and any relevant information held by GBS to the extent necessary for the consideration of complaint.

Student Signature**Date:**

GBS Staff Signature**Date:**

Annex 3 GBS Stage 3 Student Complaints Review Form Stage

If the response issued at the conclusion of Stage 2 is not considered by you to be satisfactory, you may request a review in writing within ten working days from the date of the notification of the outcome of the Formal Complaint.

The request for review can only be considered in the following circumstances:

- The complainant has evidence that there has been a material procedural irregularity;
- That there is evidence that all of the relevant information was not considered during the informal and formal stages;
- There is additional evidence that has not previously been considered and could not reasonably have been made available at an earlier stage.

When you have completed this form, please submit it to Academic Standards and Quality Office via studentcasework@globalbanking.ac.uk.

SECTION ONE – YOUR DETAILS:

Full Name:		Student ID:	
Course of study:		Address:	
Tel:		Email:	

SECTION TWO – REQUEST FOR REVIEW

For your review to be considered you must tick at least one of the following options and provide details why you have selected this option.

<p>a) Evidence that there has been a material procedural irregularity <input type="checkbox"/> Please give details why you have considered this and reference any further supporting documentation.</p>

b) Evidence that all of the relevant information was not considered during the informal and formal stages

Please give details why you have considered this and reference any further supporting documentation.

c) Additional evidence that has not previously been considered and could not reasonably have been made available at an earlier stage

Please give details why you have considered this and reference any further supporting documentation.

What outcome are you seeking?

Details of any evidence submitted to support your request for review

SECTION THREE – STUDENT DECLARATION

STUDENT DECLARATION

Data Protection Act 2018- By signing this form you are also agreeing to the following: Global Banking School will process the information provided by you and your personal data for the purposes of investigating and resolving your complaint and monitoring and evaluating the effectiveness of the student complaints procedure. If you do not give your consent by signing this form Global Banking School will not be able to progress your complaint.

Please ensure that you complete each section of this form. When completed please sign and date, then submit to the Dean of Students at Global Banking School.

I confirm that the information given on this form and in supporting documents is true to the best of my knowledge and belief. I agree that my complaint may be disclosed to relevant members of Global Banking School to the extent necessary for its consideration.

I authorise the reviewer(s) of this complaint to consider this form and any relevant information held by GBS to the extent necessary for the consideration of complaint.

Student Signature **Date:**

GBS Staff Signature **Date:**

Annex 4 GBS Completion of Procedures Letter Template

Please note this template has been taken directly from the Office of the Independent Adjudicator for Higher Education (OIAHE) website. The format may be adjusted to meet the individual circumstances of a complaint provided that the key points below are included.

Dear [Name of complainant],

Completion of Procedures Letter

This letter confirms that the internal procedures of [name of higher education provider] in relation to your *complaint / appeal etc** regarding [please describe] have been completed.

The issues that you raised in your *complaint / appeal etc** were [details]

The issue(s) that were considered in relation to your *complaint / appeal etc* was / were*: [brief summary of the complaint etc].

The final decision of [name of higher education provider] is* [detail] because [reasons].

The procedures / regulations applied were*: [details and date as supplied to the OIA's electronic Regulations Bank].

[Name of provider] subscribes to the independent scheme for the review of student complaints. If you are dissatisfied with the outcome, you may be able to apply for a review of *your complaint / appeal etc** to the Office of the Independent Adjudicator for Higher Education (OIA) provided that the complaint you take to the OIA is eligible under its Rules.

Should you decide to make a complaint to the OIA, your OIA Complaint Form **must be received by the OIA** within **12 months** of the date of this letter, that is, it must be received by the OIA **on or before** [insert date - e.g., if the Completion of Procedures Letter is dated 9 July 2015, this date should be 9 July 2016].

[Include here any factors of which the provider is aware which mean that it is particularly important for the student to bring the complaint promptly.] You can fill in the OIA's complaint form online or download a copy from the OIA website. <https://www.oiahe.org.uk/students/how-to-complain-to-us/>. The OIA also publishes *An Introduction to the OIA Scheme for Students*, which

can be downloaded from <https://www.oiahe.org.uk/students/can-you-complain-to-us/>. Alternatively, you can telephone or write to the OIA for a form. **You should send a copy of this letter to the OIA with your OIA Complaint Form.**

Guidance on submitting a complaint to the OIA and the OIA Complaint Form can also be found on the OIA's website <https://www.oiahe.org.uk/students/how-to-complain-to-us/>. You may also wish to seek advice from the Students' Union about taking your complaint to the OIA.

Please note that the OIA will normally only review issues that have been dealt with through the provider's internal procedures.

Yours sincerely,

[Authorised signatory]