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GBS Student Complaints Procedure: Guidance Note for Students

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Related policies

- GBS Student Complaints Policy and Procedure
- GBS Student Code of Conduct
- GBS Student Charter
- GBS Academic Appeals Policy
- GBS Student Protection Plan
- GBS Assessment and Feedback Policy
- GBS Student Disciplinary Policy
- GBS Equality and Diversity Policy
- GBS Anti-Harassment and Anti-Bullying Policy

External Reference

1. Office of the Independent Adjudicator in '*The Good Practice Framework: Handling Student Complaints and Academic Appeals*'. (2016)
2. The Quality Assurance Agency (QAA) revised '*The QAA UK Quality Code for Higher Education Quality Code and associated Core Practices and Guiding Principles*'.
3. Information Commissioner's Office, Accessed online at: <https://ico.org.uk/>
4. UK Public General Acts, *Data Protection Act 2018*, Accessed online at: <https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>
5. [UK Quality Code for Higher Education, Advice and Guidance: Concerns, Complaints and Appeals.](#)
6. Office of the Independent Adjudicator for Higher Education [OIAHE Good Practice Framework](#), Handling Complaints and Academic Appeals.

Global Banking School Student Complaints Policy and Procedure

Guidance Note for Students

1. These notes are intended to provide you with a user-friendly guide to how you can raise a complaint about any aspect of GBS' educational provision, facilities, or services. GBS has many ways in which you can raise a concern and should not result in you using the formal complaints procedure. For example, you can raise concerns with your lecturers, through your Student Representatives, through your Programme Leader, Student Success Tutors or Dean of Students. You should try your best to resolve any concern you have at an informal level first. Only when you feel that this has not worked or that the matter is very serious should you use the formal complaints procedure.¹
2. These notes give you some guidance about how to raise a complaint, however, you must carefully read GBS Student Complaints Policy and Procedure which can be found on the [GBS website](#) and in your student handbook.
3. There are several circumstances under which you cannot use the complaints procedure. If your dissatisfaction is something to do with marks/grades you have been awarded for coursework, dissertation, or an examination, or to do with an academic award you have been made, then you will need to use the Academic Appeals Procedure.² These can be found in your student handbook or on the GBS virtual learning environment (VLE).
4. If you are dissatisfied with services or facilities that are outside of GBS control, you cannot use this complaints procedure. However, staff at GBS might be able to help you with identifying how to make a complaint and to whom in such circumstances.
5. It is not possible for someone else to raise a concern or complaint on your behalf, even if they are your parent, spouse, brother, or sister. GBS has a clear formal relationship with you, it does not have any formal relationship with anyone else on your behalf, even if, for example, your parent or spouse is paying your fees for the programme you are studying at GBS.

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

² Please note that if you are on a programme awarded by a UK university you will need to use their academic appeals procedure, which can be found on the appropriate website.

Consequently, while you can obtain whatever advice and support you wish in formulating your complaint it must be you who personally who raises the complaint.

6. The complaints procedure encourages you to try to resolve your complaint at an informal level (Stage 1) first. If you do wish to make a formal complaint this must be done in accordance with the complaint's procedure, and you are required to complete the GBS formal complaints form for any Stage 2 complaint. If you write to or e-mail any member of staff without completing the GBS formal complaint form, this will not be regarded as a formal Stage 2 complaint. Where the issue you raise is potentially serious, staff at GBS will be advised not to respond to your written communications until you have completed and submitted the Stage 2 formal complaint form. The completed form should be submitted to studentcasework@globalbanking.ac.uk.
7. Similarly, if a member of staff has tried to resolve a complaint at Stage 1 or informally with you, but after an exchange of correspondence, has not managed to achieve resolution with you, GBS' staff have been advised not to respond further unless you raise the complaint at Stage 2. In both cases, the member of staff will say to you what they are doing and refer you to the formal Stage 2 complaints procedure and the need to fill in the formal complaints form.
8. If you wish to raise an issue in confidence, you are able to do so. In fact, if you raise an issue with a member of staff, they need your permission before they can discuss it with anyone else. However, you should be aware that there is often little that can be done if you do not give this permission. In any event, all concerns and complaints will remain confidential to those people who are directly involved in any investigation into a complaint that you make.
9. Anonymous complaints will not be considered unless there are exceptional and evidence-based reasons to do so. In many circumstances, raising a concern anonymously could impede the investigation and communication of the outcome.
10. It is a breach of both the staff and student disciplinary procedures for anyone to victimise you for raising and/or submitting a complaint. Your complaint does not need to be found to be justified; you simply must be raising it in good faith, that is, believing it is a valid complaint. On the other hand, if you make or support a complaint that you know is untrue or unfounded, you are liable to be disciplined.

11. While, in general, making a complaint will not and should not have any noticeable impact on the day-to-day working relationship between you and any members of staff. However, there are circumstances and types of complaint that could adversely affect your relationship with one or more members of staff, for example, if you have specifically complained about them. While GBS is confident that no member of staff would victimise, in any way, any student who has raised a complaint, whatever the circumstances, we understand that you may not be confident that this is the case. GBS, therefore, must balance the need to avoid unnecessary disturbance to you of your existing teaching, supervision, and assessment arrangements with the need to demonstrate that you have not been victimised as a consequence of raising your complaint.
12. If you only have a general working relationship with the relevant member of staff (for example, the member of staff teaches on a module you are studying), it is expected that both you and the member of staff will continue the relationship in a professional manner and allow matters that you are complaining about to be progressed through the complaint's procedure. Only in exceptional circumstances will the Dean or nominee consider agreeing to alternative working arrangements while your complaint is being investigated. On the other hand, if you must work more directly with the relevant member of staff (for example, he or she supervises your dissertation, or would normally assess and mark your work before the investigation into the complaint is likely to be completed) the Dean or nominee will endeavour to make alternative arrangements if you make such a request, or it is deemed appropriate given the circumstances.
13. To make a formal Stage 2 complaint, in line with the complaint's procedure, you must fill in each section of the Stage 2 formal complaints form. The completed form should be submitted to studentcasework@globalbanking.ac.uk. The Dean of Students will first ensure that the complaint you are making is most appropriately dealt with through the complaints procedure or is more appropriately dealt with through the Academic Appeals procedure. If the latter, your complaint will be dealt with through this procedure, and you will be informed of this in writing. If your complaint is appropriate to the complaint's procedure you will receive an acknowledgement letter within five working days of your submission of the formal complaints form.
14. The Dean of Students will appoint an appropriate member of staff to investigate your complaint. The appointed person will, in most circumstances, want to speak to you about

your complaint to clarify matters to do with the issues that you have raised. The investigating manager will submit a report to the Dean. 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 you, as the complainant
- c) to find the complaint justified and make suggest an offer of redress.

15. You will receive a letter from the Dean or nominee and/or investigating person within 15 working days of the Stage 2 Formal Complaint Form being received. The letter will address each complaint made and justify the grounds upon which decisions have been made.
16. If you are not satisfied with the response you may move to Stage 3 and lodge a review to the Provost or nominee. This must be done using the appeal against the outcome of a formal complaint form. Within 10 working days the Provost or nominee will decide if there is a clear case to refer to matter to the complaints review panel. You can expect to receive a letter within 10 working days of submitting the appeal against the outcome of a formal complaint form informing you of whether a Complaints Review Panel will be convened to investigate your appeal.
17. Complaints Review Panel will be convened within 15 working days of submission of your appeal, and you should expect to receive a letter detailing the outcome within 5 working days of the Complaints Review Panel having met. If your appeal is upheld the letter will inform you of what action has been taken or is proposed in the light of the Panel's recommendations.
18. If you are not satisfied with the response (as a result of submitting the appeal against the outcome of a formal complaint form) you may go externally to [The Office of the Independent Adjudicator for Higher Education \(OIAHE\)](#). The OIAHE will consider your case only if you have exhausted the internal procedures of GBS, as detailed above. The OIA is a body set up by the government and which is independent of GBS, universities and other institutions of higher education.
19. The GBS student complaints flow chart summarises the various stages and timescales of GBS student complaints procedure.

20. Alternative Format

20.1. 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