



## STUDENT COMPLAINTS, GRIEVANCES AND APPEALS POLICY

### Purpose

To provide a framework for addressing student academic and non-academic Complaints, Grievances and Appeals. References to 'students' in the title and content of this policy is inclusive of 'students, alumni and prospective students.'

### Scope

This policy applies to all AIB students, alumni and prospective students. Further, references to 'students' in this policy and its related procedure apply to both students and Candidates. Any Complaints, Grievances or Appeals relating to

- Incidents of sexual harm should be referred to the **AIB Sexual Assault and Sexual Harassment Policy and Procedure** in the first instance.
- re-crediting a FEE-HELP debt should be referred to the **Special Circumstances Applications Procedure**.

### Definitions

Unless otherwise defined in this document or any related procedures, all capitalised terms are defined in the [glossary](#).

**Appeal** is an application that seeks review of a formal determination which has been made by AIB in line with its policies and procedures and as an outcome of investigations in the Stage 1 level of the AIB resolution process (see Stage 1 of the Procedure and Appendix A Resolution Process).

**Complainant** is any prospective, current or former student of AIB who wishes to express dissatisfaction with an academic or non-academic matter.

**Complaint** is feedback for matters that can be resolved informally by an AIB staff member through standard procedures and operations.

**Grievance** can be defined as a person's formal expression of dissatisfaction with any aspect of AIB's (or its related parties') services and activities, including both academic and non-academic matters with the exclusion of FEE-HELP debt matters<sup>1</sup>, such as:

- (a) the enrolment, induction/orientation process
- (b) the quality of education provided
- (c) academic issues, including student progress, assessment, curriculum and awards in a course of study

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<sup>1</sup> Please note that any complaints or grievances relating to re-crediting Fee HELP debt should be referred to Special Circumstances Application Procedure

- (d) handling of personal information and access to personal records
- (e) the way someone has been treated, including allegations of discrimination, bullying, assault or sexual misconduct.

Grievances are formally submitted to AIB as per Stage 1 Grievance of the resolution process (see Stage 1 of the Procedure and Appendix A Resolution Process).

## Policy

### 1. Overview

1.1. AIB is committed to developing and maintaining an effective, timely, fair and equitable Complaints, Grievance and Appeals handling system which is easily accessible to all Complainants.

1.2. AIB aims to:

- (a) protect the rights of students and the reputation of Academic Integrity and quality at AIB.
- (b) develop a culture that views Complaints, Grievances and Appeals as opportunities to improve the organisation and how it works.
- (c) wherever possible, in the first instance, endeavour to resolve issues on an informal basis.
- (d) set in place a resolution process that is student-focussed and helps AIB to prevent Complaints and Grievances from recurring.
- (e) ensure that students are able to access institutional resolution processes without charge or at reasonable cost.
- (f) ensure that any Complaints, Grievances and Appeals are resolved promptly and with sensitivity and confidentiality unless otherwise required by law.
- (g) ensure that the views of each Complainant and respondent are respected and that any party to a Complaint, Grievance or Appeal is not discriminated against nor victimised.
- (h) ensure that there is a consistent and equitable response to Complaints, Grievances and Appeals.
- (i) ensure that the basis for Complaints, Grievances and Appeals are reviewed for continuous improvements and mitigation strategies are put in place where appropriate.

1.3. AIB is responsible for:

- (a) designing a resolution process that ensures AIB responds effectively to individual cases of dissatisfaction.
- (b) ensuring all records associated with Student Complaints, Grievances and Appeals including respective outcomes are kept securely in hard copy or electronically.
- (c) A summary of student Grievance and Appeals information will be stored securely within a Confidential Student Grievances and Appeals register.
- (d) ensuring that at all times throughout AIB's formal and informal resolution processes, Complainants are aware that they are entitled to seek independent professional advice, advocacy and/or other support should they require it.
- (e) providing these policy and procedure documents to Complainants via the AIB website.
- (f) ensuring that Complainants can access AIB's resolution processes without any fee or charge imposed by AIB unless otherwise specified.

- (g) monitoring and reviewing the basis of Complaints, Grievances and Appeals for the purposes of, where appropriate, implementing preventative mechanisms and improvements.

**Related Policies and Procedure:**

Academic Integrity Policy  
Academic Integrity Procedure  
Acceptable Use of Information Technology Facilities Policy and Guidelines for Students  
Admissions Policy and Procedure  
Assessment Policy  
Assessment Procedure  
Academic Progress Policy  
Academic Progress Procedure  
Higher Degrees by Research Policy  
Higher Degrees by Research Procedure  
Privacy Policy  
Records Management Policy  
Records Management Procedure  
Research Integrity Breach Management Procedure  
Research and Scholarship Policy  
Research and Scholarship Procedure  
Sexual Assault and Sexual Harassment Policy  
Sexual Assault and Sexual Harassment Procedure  
Staff Code of Conduct  
Student Code of Conduct Policy  
Student Code of Conduct Procedure  
Student Equity and Diversity Policy  
Student Equity and Diversity Procedure  
Student Complaints, Grievances and Appeals Procedure  
Student Refund Policy  
Student Refund Procedure  
Special Circumstances Applications Procedure  
Student Support Policy  
Student Support Procedure  
Whistleblower Policy  
Whistleblower Procedure

**Legislative Reference(s):**

*Higher Education Standards Framework (Threshold Standards) 2021*  
*Higher Education Support Act (HESA) 2003*

**Responsibility:**

Academic Dean

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