



**GBS**

HÖRIG, OB&L BANKING & CO

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**1. What is the purpose of the Student Complaints Policy and Procedure?**

At Global Banking School (GBS) we aim to provide a student experience that changes the lives of all our students, fosters a culture of positive wellbeing and values their voices. However, we recognise that concerns or complaints may arise from time to time. The Student Complaints Policy and

**Bullying or harassment:** allegations of bullying or harassment by a student fall under the GBS Anti-Harassment and Anti-Bullying Policy and Procedure for Staff and Students. If you believe you are being bullied or harassed, you should first consult the Dean of Students for advice.

**Whistleblowing:** Matters of public interest should be raised under the Whistleblowing Policy.

**Data Protection:** requests for a copy of personal data, or to amend or delete it should be referred to the Data Protection Officer: [dpa@globalbanking.ac.uk](mailto:dpa@globalbanking.ac.uk)

## 5. General Principles

### **Timely and transparent procedures**

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

### **Anonymity or third-party complaints**

Complaints require investigation to enable resolution. For practical reasons therefore, no action will be taken in the event of complaints made anonymously.

Complaints made by a third party (including parents, family or friends of registered students) can only be dealt with if you provide permission in writing for the third party to make the complaint on your behalf.

### **Submission in good faith**

GBS presumes that all complaints are submitted in good faith. You will not be disadvantaged for making a complaint. Complaints that GBS considers to be unreasonably persistent or made falsely will not be considered and could result in action through GBS Student Disciplinary Policy and Procedures.

### **Impartiality in investigation**

All complaints will be investigated by staff who have no connection to the complaint.

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**Stage 1: Informal Conciliation**

If you want to make a complaint, you should contact the Dean of Students Office using the QR code that is available at all campuses on noticeboards and at the customer services desks, or via [studentfeedback@globalbanking.ac.uk](mailto:studentfeedback@globalbanking.ac.uk).

You should raise the complaint as soon as possible and normally no more than 10 working days after the issue arose. You will need to provide information about what has happened, as well as the action or outcome you are seeking.



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After receiving the report, the Dean of Students will write to you within five working days with the outcome of the investigation, dealing with each point of complaint and including actions, as appropriate.

### **Stage 3: Internal Review**

If you are not satisfied with the outcome of Stage 2, you can ask for an internal review using the Stage 3 Student Complaints form, which you should send to [studentfeedback@globalbanking.ac.uk](mailto:studentfeedback@globalbanking.ac.uk). In the form you will be asked to explain why you are not satisfied with the Stage 2 outcome and which grounds for review you have selected.

The grounds for review are:

- evidence that the Stage 2 procedure was not conducted properly;
- new evidence that you were unable, for valid reasons, to provide earlier in the procedure;
- the Stage 2 outcome was unreasonable.

Within 10 working days of the request for review, the Provost or nominee will decide whether there is a clear case to refer the matter to the Complaints Review Panel, provided that:

- there is, at the time, still a complaint which comes under the scope of this procedure;
- the request for internal review was submitted within the set time limit.

If there is no case to proceed to the Complaints Review Panel, GBS will write to you explaining the reasons for the decision. If you are not satisfied with the response, you will be given the option of proceeding direct to an Independent Review by the Office for

Where a mediation meeting is unsuccessful or is not appropriate, the Provost or nominee will arrange for the Complaints Review Panel to meet within 30 working days of the request for review and to come to a decision on the complaint.

**Stage 3 Complaints Review Panel**

The Complaints Review Panel normally consists of the following members:

a Chair, who is

request that you provide details of any reasonable adjustments that may need to be made at the meeting if you have a declared disability.

The Complaints Review Panel secretary will circulate all the information received to you, the Panel and any others involved at least two working days before the date of the meeting. Written information not received in advance will not be considered by the Panel unless it decides, in exceptional circumstances, to accept such evidence for consideration.

If you do not attend the meeting of the Panel, it will consider whether there is a valid reason for you not attending, and will either:

- postpone the meeting to a later date;
- continue with the meeting in your absence.

The Complaints Review Panel secretary will write the report on behalf of the Panel, summarising the complaint, the information provided to the Panel and the outcome.

The Panel Chair will write to you with the outcome of the Complaints Review Panel within 10 working days of the Panel meeting.

Once the Stage 3 procedure has been completed, GBS will send you a completion of procedures letter which confirms that the GBS Student Complaints Procedure has been completed.

In the case of a complaint about a member of the senior management team, a Stage 3 complaint is heard by the Chief Executive Officer. A Stage 3 complaint against the Chief Executive Officer will be heard by an independent external individual.

**11. 5 k UfX]b[ `dUfHbYf`]bgh]h hcbDg`Wta d`U]bHg`dfcWXi fY`**

On completion of the GBS procedure, students taking programmes awarded by a partner institution may be able to make a complaint through the partner institution's complaint process. For further information, please see the relevant awarding partner's complaints policy and procedure. If a student is able to make a complaint through the partner institution, the partner's procedure must be completed before the student can request an external review (see section 12).

## **12. Independent External Review**

If you have exhausted the internal procedures of GBS at completion of Stage 3, and, if applicable, those of the partner institution, and you are not satisfied with the outcome you can request that the case is reviewed by the Office of the Independent Adjudicator for Higher Education (OIA). The OIA is a body independent of GBS, universities and of other higher education institutions.

The OIA 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 OIA. Further details can be found on the OIA website: <https://www.oiahe.org.uk/>.

## **13. Reporting to Academic Board**

The Dean of Students reports annually to Academic Board on the Stage 2 and Stage 3 complaints received. The report includes:

- The number of complaints considered at Stage 2 and their outcomes.

- The number of complaints considered at Stage 3 and their outcomes.

- The number of complaints considered by the OIA and their outcomes.

- Any recommendations for improvement to the Student Complaints Policy for improvement

## 15. Monitoring and Review



