



POLICY

STUDENT & ACADEMIC GRIEVANCES

Introduction

FPD is committed to providing its students with an education of the highest quality, as well as to offering a rounded and constructive experience during their period of study. FPD thus commits itself to instituting just and effective procedures for addressing the grievances of its students. The purpose of this policy is to set out the principles underpinning FPD's expectations, policies and procedures in relation to academic and any other general complaints and grievances that should arise.

Policy objectives

The objectives of this policy and these procedures are:

- to ensure the fair and equitable treatment of all students;
- to ensure that the grievances of students are dealt with fairly and promptly;
- to ensure the fair and equitable treatment of members of staff against whom such grievances are laid;
- to clearly articulate the procedures students should follow in seeking to have a grievance addressed.

Definitions

Student	A person registered full-time or part-time at FPD for a qualification, programme or short course/learning programme.
Complaint	An action or statement which expresses dissatisfaction about any behaviour that is perceived to be unfair, discriminatory, provocative, prejudicial or unjustified, and which requires prompt action or a response.
Grievance	A real or perceived complaint.

Types of Grievance

The procedures described in this document aim to assist students in resolving grievances relating to any experience as a potential or registered student at FPD. Types of grievances include:

- working relations with members of FPD staff;
- aspects of their academic performance;
- the outcome of assessment - examination of coursework and/or research;
- administrative processes and the provision of student services.
- allegations of misconduct by members of FPD staff;
- grievances related to application or selection processes.

Procedures

All staff of FPD are bound to abide by this policy and the related procedures.

In the event of student complaints, the following summary explains the manner in which FPD deals with complaints. This forms part of the Academic Cluster's official Standard Operating Procedures and Policies. A record of all written (including electronic) complaints (complaints register), as well as a "brag" file, containing compliments, is maintained by the Head of Unit: Student Administration and Engagement.

Complaints procedure

- A complaint received by the Student Administration and Engagement Unit, or Head of School will be reported to the Head of Unit: Student Administration and the Registrar within an hour.
- A complaint received by Head of Unit: Student Administration and Engagement and the Registrar, will be reported to the Head of Academic Cluster and Head of School within one hour.
- Head of Unit: Student Administration and Engagement will immediately capture the complaint in the Complaints Register and track responses and outcome of the complaint in a register.
- The person who receives the original complaint should respond to the complainant within one hour to acknowledge the receipt of the complaint.
- All complaints must be closed within 24 hours.
- If the complainant is not satisfied with the outcome of the complaint, they can send an appeal via email directly to the Head of Academic Cluster.
- If Head of Academic Cluster or the Registrar cannot solve the problem, or if the complainant is not satisfied with the solution offered by the Head of Academic Cluster, the Managing Director will be informed within 1 hour.
- In cases of an appeal, the Managing Director communicates with the complainant within 1 hour.
- After resolving the problem, all relevant information regarding the complaint is filed in the complaints register.

Grievances relating to assessments:

- Student grievances concerning the assessment method, marks awarded, etc. are forwarded to the Registrar who will investigate the grievance and discuss it with the relevant Head of School and if required, refer the issue to a moderator to evaluate and make recommendations.
- Should the student still not be satisfied with results, they can appeal which will be sent to the Academic Committee.
- The Academic Committee is empowered to appoint any specialist in any field, as is required from time to time.
- The Academic Committee acts as an appeals body, should any dispute or grievance arise with regards to assessment and/or moderation that could not be resolved by an application of the rules set out in: Assessment of Learning, Examination and Moderation Policies ([See Policy A7: Assessment of Learning, A8: Examination and Policy A9: Moderation](#)).

All other grievances

- Students experiencing any issue that they would like to be resolved should write to the Registrar and give a detailed description of the grievance.
- The Registrar will then inform the Head of School and Head of Academic Cluster of the grievance and investigate the grievance.

Responses to Grievance/s

Students will receive a written response of the outcome of the investigation from the Head of Academic Cluster within the timeframe indicated above.

Withdrawal of Grievances

A student may withdraw a written grievance without prejudice at any time during the grievance resolution process; in which case the matter will be deemed to be concluded and resolved. The withdrawal of a written grievance must always be in writing. The staff member whom the grievance was directed at, must receive a copy of the withdrawal.

Documentation

All documentation relating to student grievances must be filed in the official student file and in the official complaints register.

Accountabilities

The Academic Committee is responsible for review and approval of this policy on an annual basis. The policy is to be distributed to staff via induction and distributed to students and FPD's community via the website and other publications.