

## **STUDENT GRIEVANCE & COMPLAINTS POLICY**

### **Policy Statement**

SBCS seeks to promote an educational environment that values communication, fairness and respect among students, faculty and staff. Despite these efforts, differences in the values and/or goals of members of the aforementioned groups may occasionally contribute to circumstances that leave the student(s) feeling aggrieved.

Such occurrences warrant a process by which students can seek a resolution to their grievances.

Students as individuals or as a group may address matters that they deem to be unfair or unreasonable on the part of SBCS or any individual(s) representing SBCS.

### **Academic Grievance**

In instances where SBCS lecturing staff grade coursework or assignments and said grade contributes to the final grade of the student, the student may submit a grievance for a grade only if unfair or unreasonable procedures are alleged. Procedures for academic grievance are described by the Central Academic Administration Unit.

Where final grades are given by an external examining body other than SBCS the student is bound to follow the grievance procedure of the said body.

### **Resolution Procedures:**

1. Issues may occur that are not best addressed by the system of written Course Evaluation Forms due to urgency, uniqueness and/or magnitude. If you wish to address such matters, you are encouraged to first discuss the problem with the individual(s) involved.
2. If you are not satisfied with the response of the individual(s), or if you are unable to discuss the matter with the individual(s) involved, you may address your grievance to the Course Administrator for the programme or the Senior Student Services Administrator.
3. The Course Administrator/ Senior Student Services Administrator shall schedule separate meetings with you and any other parties cited to obtain clarification of the issues involved.
4. The Course Administrator/ Senior Student Services Administrator shall respond to you and describe the actions taken within ten (10) working days of meeting with the parties involved.
5. If you wish to have your grievance considered beyond the Course Administrator and/or Senior Student Services Administrator, you may address your grievance to the Senior Manager, Central Academic Administration and /or the respective Campus Manager.

6. If you wish to have your grievance considered beyond the level of Senior Manager, Central Academic Administration and/or the respective Campus Manager, you may address your grievance to the Executive Director ([robinm@sbc.edu.tt](mailto:robinm@sbc.edu.tt)).

**Course Evaluations:**

1. You are advised to record all instances of dissatisfaction with the services provided by SBCS or the behaviour of SBCS personnel on the Course Evaluation Forms administered in class during the semester.
2. Course Evaluation Forms are reviewed by the Course Administrators; the Senior Manager, Central Academic Administration; Quality Assurance; lecturers and the Executive Director. Areas for improvement that are noted on the course evaluations will be addressed by the above parties or their designate.
3. Additionally, Suggestion Boxes are in the General Administration Office and the Cafeteria. These serve as a means for student to immediately voice their opinion or recommendations on matters of concern.

If you have exhausted both your learning provider complaint's process and ACCA's, you can escalate to the appropriate regulator. Details of which can be found on the ACCA website at the following link:

<https://www.accaglobal.com/gb/en/footertoolbar/contactus/connect/unhappy.html>